



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 28, 2024

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing an extension to the Basic New Car Limited Warranty for the Telematics Data Communication Module (DCM) for certain 2016-2018 MY Legacy, Outback, Impreza, Crosstrek, Forester, and 2017-2018 MY WRX. This will extend the coverage under the Basic New Car Limited Warranty on vehicles sold or leased in the United States.

Please note the following important details regarding this program and review them with all appropriate personnel:

DCM Warranty Extension

In response to some customer concerns of a dead battery resulting from the DCM continually trying to access the 3G cellular network, which is no longer available, the extension will cover this concern should a customer encounter it during the warranty extension period.

(SOA) is extending the Data Control Module (DCM) Warranty from 3 years (36 months) or 36,000 miles to 8 years (96 months) or 100,000 miles. Affected vehicles are equipped with a DCM and may experience a dead battery as a result of the DCM continually trying to access the retired 3G cellular network and have not received a previous DCM update.

NOTE: The DCM Warranty Extension is subject to the same terms and conditions set forth in the Basic New Car Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter, with extension coverage only being provided should the DCM create an excessive battery drain as determined through proper technician diagnosis.

Owner Notification

Subaru is sending a letter to all owners of affected vehicles. A copy of the Customer Notification Letter is linked here for reference. [3G Wty Extension Customer Letter 2.22.24 \(003\)](#) Customer letters will begin mailing the week of February 22, 2024.

Please **note that this is not a safety recall**, and it does not impact the safety of the vehicle. If the vehicle is operating as expected, no repairs are required.

DCM Warranty Extension Coverage

This extension will cover the costs of a DCM update to address potential excessive battery drain and will cover the cost of a recharge or replacement of the 12V battery if it is determined the DCM was the root cause of the dead battery.

Additionally, this extension will cover the cost for reprogramming the DCM to make it compatible with the 4G network only for customers who wish to purchase a two-year subscription to Subaru's Starlink telematics service.* Additional information for this is included in the customer letter.

Inspections or repairs under this coverage period must be completed prior to the expiration of that eight-year period, or before 100,000 miles, whichever comes first from the vehicle Warranty Start Date.

Effective from the date of customer notification, **ALL affected vehicles**, regardless of mileage or Warranty Start Date will be covered for a period of one (1) year. All inspections and repairs must be completed prior to the expiration of this Warranty extension.

Questions about this warranty extension may be directed to the DCM Warranty Extension Hotline at 877-551-7149 or subaruclaims.autosolutionteam.com.

New and Pre-owned Vehicles in Retailer Inventory:

Subaru requests, for all pre-owned vehicles covered by this program, all retailers inform customers at the time of sale the vehicle is covered by a Warranty Extension program. Sharing a copy of the Customer Notification Letter (as linked previously in this announcement) is strongly recommended to ensure this information is fully communicated.

Customer Reimbursement

Subaru is reimbursing customers who previously paid for repair or replacement related to the DCM Warranty Extension due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Limited Warranty. If a customer has paid to have a DCM repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

Customers may apply for reimbursement for previously paid repairs, by submitting a claim form available at subaruclaims.autosolutionteam.com. Customers should also attach all necessary proof of payment documents to the claim form for submission. Additional submission information will be included in the customer letter.

If they did not receive the letter, they may contact the DCM Warranty Extension Hotline at 877-551-7149 or subaruclaims.autosolutionteam.com.

Coverage Questions

Any questions regarding warranty coverage should be directed to the Subaru Claims Helpline by calling 1-866-SUBARU2 (1-866-782-2782).

*Starlink telematics service is not available to Massachusetts residents.