



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: **September 23, 2024**
Re: ***Denso Low Pressure Fuel Pump Warranty Extension***

Subaru of America, Inc. has reached a preliminary settlement in a class action lawsuit regarding Denso low pressure fuel pump concerns in certain Subaru vehicles. As part of this settlement, owners of included vehicles will receive a warranty extension for the Denso low pressure fuel pump in their vehicle. The following information is being provided to you to assist you in responding to customer inquiries.

Affected customers will be notified of the settlement the week of 9/23/24. Please ensure that your Service Managers and Advisors are familiar with this information and that found in Service Bulletin 09-129-24. Additional information will be available on the settlement website at:

<http://www.SubaruFuelPumpsSettlement.com>

Q: What vehicles are affected by this class action settlement?

There are about 1.4M vehicles included, and these vehicles are separated into 2 different groups; “recalled vehicles” and “additional vehicles”. The recalled vehicles include certain 2018-2020 Subaru Impreza, Outback, Legacy, Forester, Ascent, BRZ, and WRX vehicle. The additional vehicles include certain 2017-2020 Subaru Impreza, Outback, Legacy, Forester, Ascent, Crosstrek, BRZ, and WRX vehicles.

To determine which group the vehicle in question belongs to, and therefore which extension applies, please check the Vehicle Inquiry.

Q: What are the terms of the settlement?

The warranty extension terms will vary, based upon whether the vehicle was included in either the WRD-20 Fuel Pump Replacement Recall or WRG-21 Fuel Pump Impeller Failure Recall (Recalled vehicles) or not (Additional vehicles).

For vehicles includes in the WRD-20 or WRG-21 recalls (Recalled Vehicles): Upon completion of the recall, customers will receive a warranty extension to the Replacement Part Limited Warranty for the vehicle’s fuel pump for fifteen (15) years or, one hundred fifty thousand miles (150,000) miles whichever comes first. The extension terms will be based on the date and mileage at the time the recall is completed and will cover a ONE-TIME replacement of the fuel pump should the customer experience a related concern. Labor and part cost for the related repair will be covered under this extension.

If the above recall has already been completed on a vehicle, no action is required for the customer to receive the warranty extension. The extension has been automatically applied to the vehicle.

If either recall above is still open on a vehicle, the customer will need to have the recall completed for the warranty extension to be applied.

For vehicles NOT affected by WRD-20 or WRG-21 (Additional Vehicles): The Fuel Pump Warranty Extension extends the vehicle’s original Basic New Car Limited Warranty as it applies to the fuel pump for fifteen (15)

years, unlimited mileage. The extension terms will be based on the vehicle's Warranty Start Date and will cover a ONE-TIME replacement of the fuel pump should the customer experience a related concern. Labor and part cost for the related repair will be covered under this extension.

Q: If a customer experiences a fuel pump failure, is towing or rental covered as part of this settlement?

If a customer with a vehicle included in this settlement contacts your retailer and their vehicle is inoperable or exhibiting a dangerous condition, then please work with the customer to set up a complimentary tow to the nearest Subaru Dealer.

Additionally, customers with a vehicle included in the settlement experiencing a concern requiring replacement of the fuel pump are eligible for a loaner or rental vehicle.

Q: What should I do if I encounter a vehicle that should be included in this settlement, but does not have an extension on the vehicle?

This can happen for one of 2 reasons:

1. The vehicle has an open WRD-20 or WRG-21 recall: Any vehicle with an open WRD-20 or WRG-21 recall will need to have the recall completed BEFORE any warranty extension is associated to the vehicle. Once the recall is performed, the 15-year/150,000-mile fuel pump extension will be added to the vehicle with the terms based on the date and mileage at the time of the recall completion.
2. The customer receiving notification of the class action settlement has opted out of the settlement terms. Please contact the Subaru Claims Helpline (866-782-2782) to verify.

Q: For customers who paid for prior repairs, will there be reimbursement?

Customers who paid for prior repairs may be eligible for reimbursement of certain out-of-pocket expenses incurred to repair or replace a Fuel Pump of Covered Vehicles. Customers should be directed to the settlement website for instructions on how to submit a Claim Form and what specific information is required for review.

Q: What retailer resources are for this proposed settlement?

TSB 09-129-24 provides specific information regarding the repair process and procedures, parts information, and claim instructions.

Q: If customers have questions regarding the proposed settlement, where should they be directed?

Customers will be notified of the proposed settlement the week of 9/23/24. Customers can refer to the settlement website at <http://www.SubaruFuelPumpsSettlement.com>. Customers can also contact the settlement provider at 844-552-0070.