



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: December 17, 2024
Subject: ***Windshield Warranty Extension***

Subaru of America, Inc. has reached a settlement in a class action lawsuit for vehicles that will receive a limited warranty extension for original equipment Subaru windshields experiencing a qualifying crack. The following information is being provided to assist you in responding to customer inquiries.

Affected customers will be notified of the pending settlement beginning December 17, 2024. Please ensure that your service managers and advisors are familiar with this information. Additional information and frequently asked questions will be available on December 17, 2024 on the settlement website, at www.SubaruWindshieldSettlement.com.

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

There are an estimated 2.8 million vehicles included, specifically:

MY	2020-2022	Outback
MY	2019-2022	Forester
MY	2020-2022	Legacy
MY	2019-2022	Ascent

Q: What are the terms of the settlement?

Effective February 5, 2025, Subaru will extend its existing New Vehicle Limited Warranty to cover qualifying windshield cracks for a period of eight (8) years or 100,000 miles, whichever occurs first, measured from the in-service date of the vehicle. This extended warranty shall be limited to a **one-time** replacement of the original windshield part number with a windshield with the updated part number, at which time the extended warranty shall expire.

There are two options available for customers who present their vehicles for a repair after the December 17, 2024, notice and prior to the effective date of the warranty extension on February 5, 2025.

- 1) Customers can have the repair completed at their expense and submit a claim for *potential* reimbursement via the settlement website. **PLEASE NOTE:** Customers must submit a clear photograph of the crack in their windshield as part of their reimbursement claim. They will receive a reimbursement only if they are determined to have experienced a qualifying crack. Non-qualifying repairs will not be reimbursed.

- 2) Customers can wait to have the repair completed until after the effective date of the warranty extension on February 5. At that time, retailers will be able to assess whether the repair qualifies for coverage under the warranty extension.

If you have any questions, please first review the settlement website for answers www.SubaruWindshieldSettlement.com. If you still have questions after reviewing the website, please contact the settlement call center at 1-877-495-3524.

Note: Vehicles that have a salvaged or total loss title, a non-Subaru windshield, or a non-qualifying crack are ineligible for this extended warranty coverage.

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

Yes. Customers who paid for a prior qualifying repair can submit a claim for reimbursement. Additional information, along with detailed instructions regarding completion of a claim form and required documentation will be available starting on December 17, 2024, at www.SubaruWindshieldSettlement.com. Customers will have until **January 31, 2025** to submit a claim for reimbursement.

Q: If customers have questions regarding the proposed settlement, what should I tell them?

Subaru will mail a notice of this settlement to customers on December 17, 2025. Customers can refer to the settlement website, at www.SubaruWindshieldSettlement.com, or call the settlement call center at [1-877-495-3524](tel:1-877-495-3524). The settlement call center hours are 8:30am EST to 8:00pm EST.

Q. When will be the inspection and repair instruction be made available to the retailers?

The Service Bulletin with the inspection and repair instructions will be posted on STIS close to the extension effective date which is February 5, 2025