



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations  
**Date:** **March 27, 2025**  
**Re:** ***Windshield Warranty Extension- Parts Scrapping***

---

In February, Subaru initiated a windshield warranty extension for 2019-22MY Forester, 2019-22MY Ascents, and 2020-2022MY Legacy & Outback models. Details regarding this warranty extension can be found on STIS in service bulletin 12-257-25R.

Subaru part retention policy states that retailers are responsible for retaining all parts that have been replaced in association with a warranty repair for 40 days from the claim credit date. There has been some concern expressed with the amount of space the windshields take up in the retailer Parts Departments when a windshield is replaced. As a result, we will be making a policy exception specifically for windshield replacements that are performed under the terms of this warranty extension.

Effective today, retailers can scrap windshield parts 14 days after the claim credit date. This applies ***only*** to windshields that are replaced under the terms of this windshield warranty extension. The parts scrapping policy outlined in section 16.2 of the Claims Policies and Procedures Manual applies to all other parts replaced when performing any other warranty repair.

Should you have any questions, please contact the Claims Helpline 866-782-2782.