



To: All Subaru Retailers

From: Subaru of America, Inc. - Service

Date: July 29, 2016

Re: *2010-12 Legacy/Outback-Low-Beam Halogen Headlamp Bulb Warranty Enhancement*

As part of Subaru's dedication to customer satisfaction, SOA is announcing a Low-Beam Halogen Headlamp Bulb Warranty Enhancement program. This extends warranty coverage for 2010-2012 Legacy (for the 2012 model year, the affected models are vehicles that were manufactured through August 8, 2011) and 2010-2012 Outback (for the 2012 model year, the affected models are vehicles that were manufactured through August 22, 2011) vehicles sold or leased in the United States ("Affected Vehicles").

Please note that this is not a recall. If a vehicle is presented in which one or more low-beam halogen headlamp bulb(s) are not "burned out," no repair is necessary.

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

Low-Beam Halogen Headlamp Bulb Warranty Enhancement

The Low-Beam Halogen Headlamp Bulb Warranty Enhancement extends Affected Vehicles' original "New Car Limited Warranty" solely as it applies to the headlamp bulb(s). The specific condition covered by the warranty enhancement is an inoperative headlamp bulb(s) due to bulb failure. If that condition is verified, a repair should be performed in accordance with the applicable Technical Service Bulletin. A warranty extension of seven (7) years regardless of mileage will be added to these vehicles' original three (3) year New Car Limited Warranty to extend coverage for the above-listed condition only (*i.e.*, inoperative headlamp bulb due to bulb failure). The total coverage period for the Low-Beam Halogen Headlamp Bulb Warranty Enhancement is **10 years from a vehicle warranty start date, regardless of mileage.**

In addition, if a customer is currently experiencing this issue and would like to have the vehicle's headlamp bulb(s) inspected regardless of mileage or warranty start date, the customer has been instructed to schedule an appointment with an authorized Subaru retailer for a free inspection and, if needed, a bulb replacement, at no cost to the customer.

Please note: The Low-Beam Halogen Headlamp Bulb Warranty Enhancement is subject to the same terms and conditions set forth in the New Car Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter.

Owner Notification

Subaru is sending a letter to all owners and lessees of Affected Vehicles. [Click here](#) for a copy of the Customer Notification Letter for reference. **Customer letters will begin mailing the week of August 8, 2016.**

Technical Instructions / Claim Procedures

Detailed instructions regarding the repair and warranty claim procedures will be provided by a separate Technical Service Bulletin 07-110-16 which will be posted to STIS at the timing of the customer letter release.

Pre-owned Vehicles in Retailer Inventory

Subaru requests that for all pre-owned vehicles covered by this program, all retailers inform customers at the time of sale that the vehicle is covered by a warranty enhancement program, and that they will receive a letter from Subaru regarding this 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 replacement of one or more headlamp bulb(s) due to bulb failure prior to the start date of the Low-Beam Halogen Headlamp Bulb Warranty Enhancement. If a customer has paid to have one or more headlamp bulb(s) replaced sometime in the past, they may be eligible for reimbursement. Customers should be referred to the Customer Notification Letter for eligibility requirements, a copy of the Claim Form, and the reimbursement procedures. If they did not receive the Customer Notification Letter, they may contact Subaru Customer Retailer Services at 1-855-384-8926 for specific information.

Coverage Questions

Should you have questions regarding warranty coverage, contact Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782)



Subaru of America, Inc.

Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
856-488-8500
www.subaru.com

NAME

Re: [VIN]

ADDRESS

Dear Subaru Owner:

As part of Subaru's dedication to customer satisfaction, this letter is to inform you of an enhancement to your New Car Limited Warranty. Subaru is implementing a Low-Beam Halogen Headlamp Bulb Warranty Enhancement program, which extends warranty coverage for 2010–2012 Legacy (for the 2012 model year, the affected models are vehicles that were manufactured through August 8, 2011) and 2010-2012 Outback (for the 2012 model year, the affected models are vehicles that were manufactured through August 22, 2011) vehicles sold or leased in the United States.

Please note that this is not a recall. If your headlamp bulb(s) are not "burned out," you do not need to bring your vehicle to a Subaru retailer for repair.

Please note the following important details regarding this program:

Low-Beam Halogen Headlamp Bulb Warranty Enhancement. Please Note That No Action Is Required By You -- Your Vehicle Will Receive This Coverage.

The Low-Beam Halogen Headlamp Bulb Warranty Enhancement extends the vehicle's original "New Car Limited Warranty" as it applies to the headlamp bulb(s). The specific condition covered by the enhancement is an inoperative low beam halogen headlamp bulb due to bulb failure. If that condition is verified by an authorized Subaru retailer, a replacement of the inoperative bulbs will be performed at no charge to you. The coverage period for the Low-Beam Halogen Headlamp Bulb Warranty Enhancement is 10 years from the warranty start date for your vehicle, regardless of mileage.

If you are currently experiencing an issue and would like to have your vehicle's headlamp bulb(s) inspected regardless of mileage or warranty start date, please schedule an appointment with an authorized Subaru retailer for a free inspection. The inspection itself will take approximately 15 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your retailer flexibility in scheduling.

Please note: The Low-Beam Halogen Headlamp Bulb Warranty Enhancement is subject to the same terms and conditions set forth in your New Car Limited Warranty unless expressly modified by this letter.



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Subaru will reimburse vehicle owners who have previously paid for replacement of inoperative Low-Beam Halogen Headlamp Bulb(s) prior to the start date of the Low-Beam Halogen Headlamp Bulb Warranty Enhancement program (*i.e.*, August 12, 2016).

To Apply for Reimbursement

- **Complete the enclosed Claim Form.**
- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing a headlamp bulb(s) replacement for the above listed condition will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- **Attach proof of payment**, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing that you paid for the repair.
- **Mail the completed Request for Reimbursement form and copies of the receipt(s) and invoice(s) to this address:**

**Subaru of America, Inc.
Customer Retailer Services Department
Attention: Low-Beam Halogen Headlamp Bulb Warranty Enhancement
P.O. Box 6000
Cherry Hill, NJ 08034-6000**

Please allow 6-8 weeks for the reimbursement to be processed.

Your request for reimbursement must be postmarked by no later than November 17, 2016. Failure to include proper documentation may delay your reimbursement.

If you have questions about this notice or need help contacting an authorized Subaru retailer, please contact Subaru Customer Service at 1-855-384-8926 Monday through Thursday 8:30 a.m. - 5:00 p.m. and Friday 10:30 a.m. - 5:00 p.m., (all times are EDT).

Sincerely,

Subaru of America, Inc.