

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** All Vehicle Lines / All Model Years **NUMBER:** 09-51-08R  
**SUBJECT:** Catalytic Converter Revised Shipping Procedure **DATE:** 03/14/08  
**REVISED:** 06/07/21

**INTRODUCTION**

The purpose of this bulletin is to advise of SOA’s revised Catalytic Converter Recycling Program shipping procedure.

Since 2012, 100% of all converters shipped from the RDCs are packaged in boxes. Saving and re-using those boxes for the return shipment is practical from many perspectives including reducing costs and generation of waste. While less than 10% of all pipes returned to SOA are shipped “loose” (no packaging), UPS charges SOA a surcharge on all return shipments for these few exceptions. As a result, “Loose” shipping of catalytic converter pipes is no longer an acceptable practice.

**Upon claim approval, retailers will receive a Part Return Notice for most converter pipes. Do NOT return converter pipes that have not been requested for return. Certain oversized pipes are not on return. The proper procedure for returning these converter pipes is described below. Please review closely as improper shipping procedures may result in additional shipping charges that will be passed on to the retailer. Oversized pipes returned that are not requested will result in a full or partial debit of the claim.**

**PARTS/MATERIAL NEEDED**

Subaru Warranty Parts Tag part number **MSA5W1901A**.

- Miscellaneous common shipping material. (i.e.: Tape/Staples/Packing Paper)
- **A Copy of the Repair Order**
- **Miscellaneous common shipping material. (i.e.: Tape/Staples/Packing Paper)**
- Box from received converter shipment or equivalent

SOA will issue a Part Return Request for all catalytic converters requested. It is important the dealer send the catalytic converters to the address listed in the “ship to” box of the part return request by means of the new shipping method. To return Catalytic Converters, use the link for Catalytic Converter Returns found on the YRC SubaruNet Web Portal page. See below for additional details.

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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p><b>SUBARU OF AMERICA, INC. IS “ISO 14001 COMPLIANT”</b></p> <p>The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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A properly completed Subaru Warranty Parts Tag and a legible copy of the repair order including detailed technician comments are mandatory for each part returned. Any part(s) received without all the required information will be subject to a claim debit for the full amount of the claim.

The retailer is required to package the catalytic converter in a shipping box. Any catalytic converters returned “loose” are subject to debit, regardless of the reason. Oversized shipments are subject to full or partial debit of the claim. See below to determine package “Girth” per UPS guidelines. It is for this reason we highly recommend returning the converter in the same packaging in which it was received.

## PREPARATION FOR SHIPPING

NOTE: One converter/pipe per package. Multiple converters/pipes should never be packaged together unless specifically directed to do so on an individual basis by an FSE or SOA employee. Parts must be unbolted and separated before being packaged, boxed and shipped. Debits may occur if multiple converters are shipped in a single box without proper authorization.

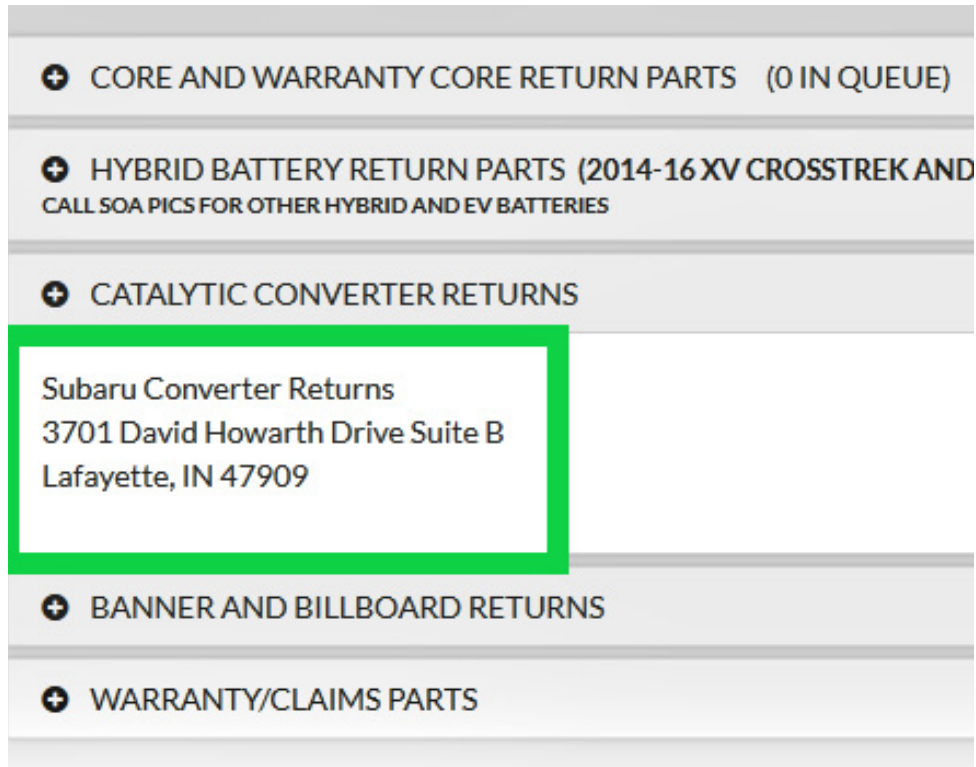
NOTE: If a shipment is made outside of the UPS girth limits for ground shipments, you may incur a debit to cover the shipping charges that SOA incurs from UPS.

Girth can be determined using the following UPS guidelines:

- $2 \times \text{Width} + 2 \times \text{Height} + \text{Length} = \text{Must equal less than } 165''$
- $\text{Length must be less than } 108''$
- Attach a properly completed Subaru Warranty Parts Tag to each converter/pipe.
- Place the Parts Return Notice and a legible copy of the Repair Order inside the shipping box or in a clear plastic shipping pouch on the outside of the shipping box.
- Add VIN/Repair Order number to the 2nd reference field on the UPS label.

There is an additional returns category on the YRC Reverse Logistics Portal – Catalytic Converter Returns.

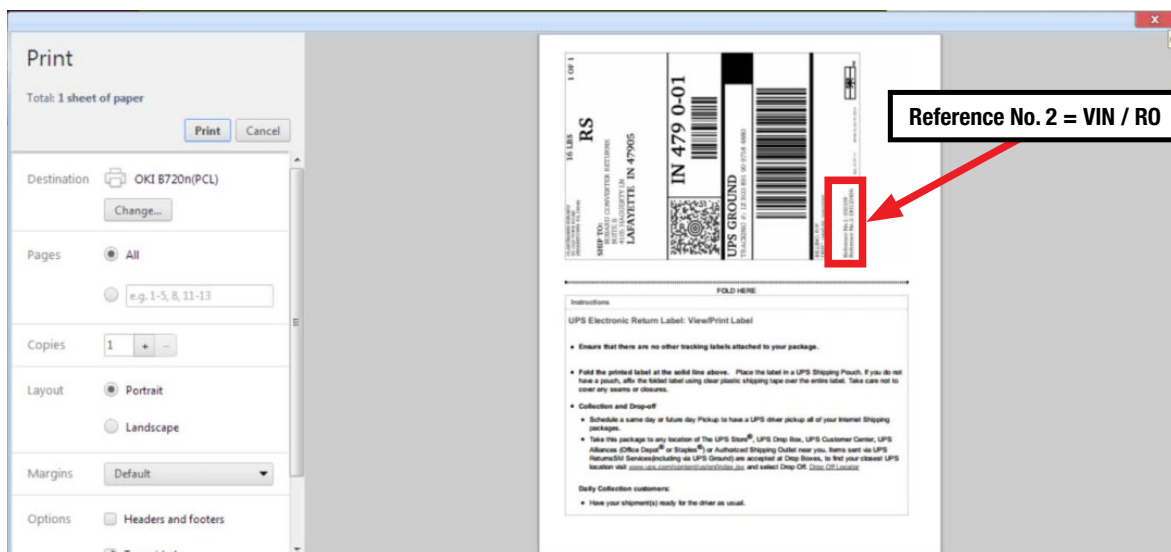
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When you have converters to return, click on the link listed under Catalytic Converter Returns. You will be directed to the UPS returns page. Your “Ship From” information will pre-populate into the form along with your Dealer Code. You will be required to select a weight from one of the available options (15, 20, 25, etc.) and also enter the VIN or RO Number. As indicated by the red arrows in the screen shot below, 4 new check boxes have been added for retailers to select the type of tracking notification E-mail(s) they would like to receive. If you are returning multiple units, click the “Add” button and enter the information for the additional units. When the information for all units has been entered, click “Process Shipment”.

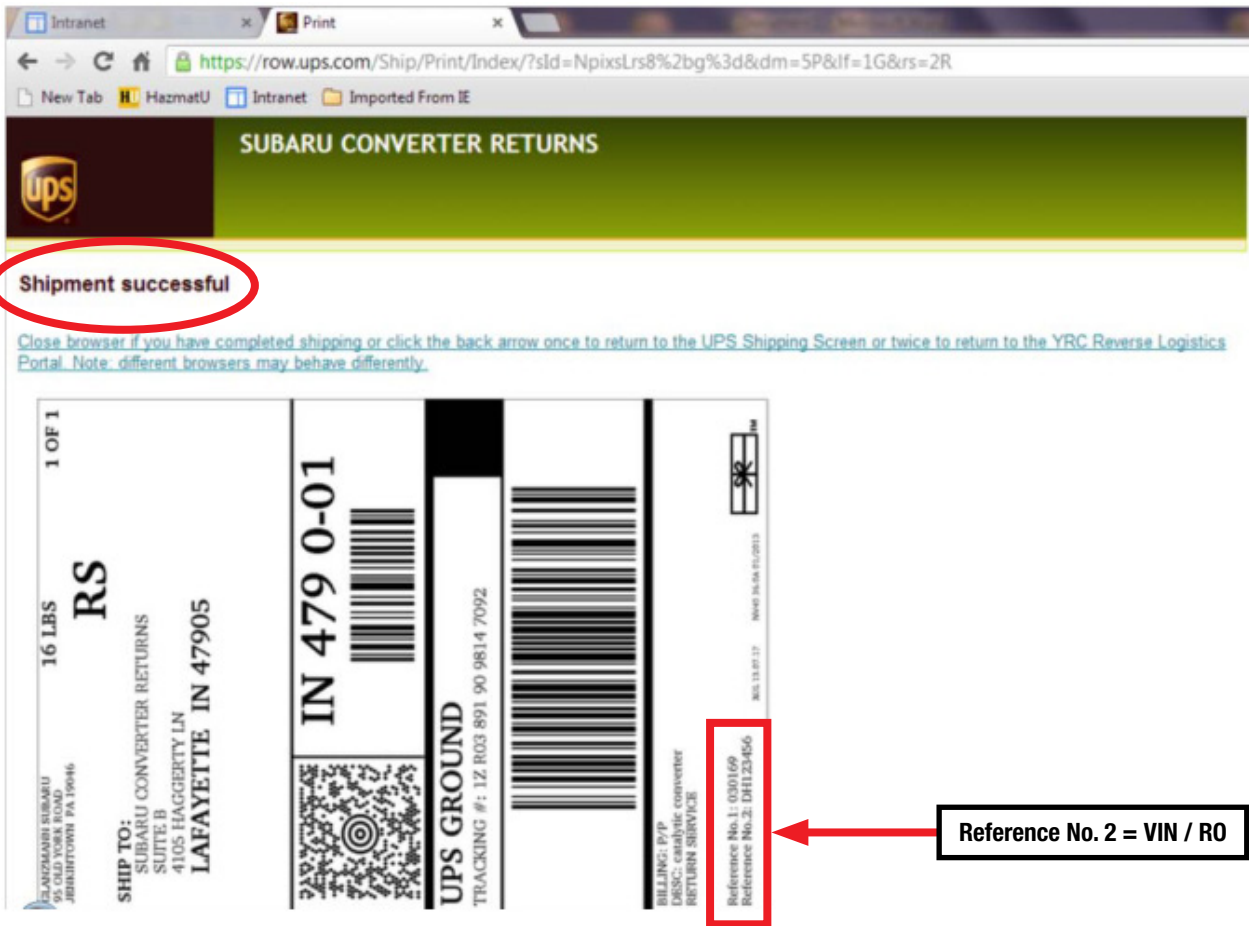
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Shipment label(s) will be displayed for printing. The information entered in the VIN/RO# field will print on the shipping label as Reference No. 2. This will assist in applying the correct labels to the correct cartons.



When all labels have been printed, you will receive the message “Shipment Successful” and have the option of closing your browser or you may click the back button to return to the UPS returns page or the YRC Reverse Logistics Portal.

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Please note, the label is designed to print on 8-1/2” x 11” paper. You have three options for applying labels to the cartons:

- Tape the label to the carton with clear shipping tape. Please do not apply tape over the bar codes as this might affect the scanning process at UPS.
- Print the label on self adhesive label stock available from UPS supplies (Item Number 01774501)
- Place the label in a clear plastic pouch available from UPS supplies (Item Number 171604).

Place the prepared part in the outgoing shipping location ready for the next available UPS driver.

**NOTE:** Please destroy any of the A.R.S. labels you have on-hand as these will no longer be acceptable for the return of converters.

If you have any questions about this new procedure, please contact: The CLAIMS HELPLINE at 1-866-782-2782.

It is highly recommended that every dealer maintain a record of these shipments including relevant information on the VIN, RO#, Part Number, Return Request Date, Return Shipment Date, and Shipper Tracking Number for each shipment. The easiest way to do this is to make a copy of the shipping label just printed (which included the VIN/ RO#) and attach it to a copy of the request form and the original RO in the vehicle’s service file. This way all information is consolidated should any future appeal be necessary due to lost shipment or other concern.

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## SPECIAL INFORMATION REGARDING DEBITED CLAIMS:

- Debits must be appealed in writing through Service Claims Section using proper documentation. (See Section 13.7 of the Subaru Claims Policies and Procedures Manual) Separate UPS tracking numbers for EACH converter pipe must be included. Please include a contact name at the dealership on the appeal form.
- In cases where the converter pipe is still at the dealership at the time the appeal is filed, do not return the pipe unless you are contacted by SOA with return instruction. If notified by SOA that an adjustment or debit will be reversed based on the return of a converter pipe, the dealer will have 10 calendar days to ship the pipe to the PCC. Failure to return the converter pipe within 10 calendar days may result in denial of the appeal.

## CHARGES FOR IMPROPER SHIPPING

Improper use of correct shipping methods will result in the claim being partially debited for those cost as outlined below.

Unpackaged/"Loose" Converter Shipment	Debit of total claim amount
Damaged Converter due to insufficient packaging	Debit of total claim amount
Part not returned within prescribed time limits	Debit of total claim amount
Part(s) received without all the required information/documentation	Debit of total claim amount
Return of incorrect PN converters not listed or requested on the claim	Debit of total claim amount
Use of old ARS label on any shipment	Partial Debit for \$40.00 per occurrence
Use of any SOA 3rd party billing accounts (UPS) to return catalytic converters	Partial Debit for \$40.00 per occurrence
Return of oversized converter PNs not requested by SOA	Partial Debit of total shipping costs
Use of shipping company other than UPS to ship converters and billed to SOA	Partial Debit of total shipping costs
Multiple converters shipped in one box	Partial Debit of total shipping costs

**NOTE:** Details for all other warranty/recall part returns can be found at:

**15.3.1.1. Return Shipping Procedures (except Catalytic Converters/Pipes, See Section 15.3.1.3) of your Claims Policies and Procedure Manual.**

In order to maintain the integrity of SOA's contract agreement with UPS, it is imperative the above procedure is followed completely. Failure to properly follow the shipping procedure outline above may result in additional charges that will be passed on to the **retailer.**

If you have any questions about this new procedure, please contact: The CLAIMS HELPLINE at 1-866-782-2782.