



Subaru of America, Inc.  
PO Box 9103  
Camden, NJ 08103-9877  
1-877-551-7149  
www.subaru.com

February 2024

### Important Notice:

#### Warranty Extension for the Telematics Data Communications Module (DCM) for certain 2016-2018MY Legacy, Outback, Impreza, Crosstrek & Forester 2017-2018MY WRX

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing a Warranty Extension for the DCM on certain 2016-2018MY Legacy, Outback, Impreza, Crosstrek and Forester vehicles and 2017-2018MY WRX vehicles.

Affected vehicles are equipped with a DCM and may experience a dead battery as a result the DCM continually trying to access the 3G network which is no longer available and have not received a previous DCM update. This will extend coverage on vehicles sold or leased in the United States.

Please **note that this is not a safety recall**, and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

**NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.**

#### DCM Warranty Extension Coverage

- This extension will cover the costs of a DCM update to address potential excessive battery drain and will cover the cost of a recharge or replacement of the 12V battery if it is determined the DCM was the root cause of the dead battery. In addition, should you wish to purchase a two-year subscription to Subaru's STARLINK telematics service for \$198 for Safety Plus or \$298 for Safety & Security Plus (excluding applicable taxes), this extension will cover the costs of reprogramming the DCM to make it compatible with the 4G network.<sup>1</sup> Please notify your retailer if you wish to purchase this two-year STARLINK subscription. The coverage period extends the Warranty as it applies to the DCM to eight (8) years / 100,000 miles, whichever comes first from the vehicle Warranty Start Date.
- Inspections or repairs under this coverage period must be completed prior to the expiration of that eight-year period, or before 100,000 miles, whichever comes first from the vehicle Warranty Start Date.
- Effective from the date of customer notification, **ALL affected vehicles**, regardless of mileage or Warranty Start Date will be covered for a period of one (1) year.
- All inspections and repairs must be completed prior to the expiration of this Warranty extension.

**If you have questions about this notice, please contact the DCM Warranty Extension Hotline at 877-551-7149. Additional information can be found online at: [subaruclaims.autosolutionteam.com](http://subaruclaims.autosolutionteam.com).**

#### Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's DCM updated or replaced after the expiration of the original Warranty period, but before this announcement of this newly extended warranty period of eight (8) years/ 100,000 miles.
- You must have paid an out-of-pocket expense for a repair that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.

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<sup>1</sup> STARLINK telematics service is not currently available to Massachusetts residents.

- If you have been previously reimbursed by SOA or one of its retailers for partial coverage of this repair, only the portion that has not been reimbursed is eligible for reimbursement.
- You are not eligible to recover any repair costs previously reimbursed or paid for by any third- party, including Subaru Added Security, other extended warranty providers, or an authorized Subaru retailer.
- **You must submit your application for reimbursement within six (6) months from the date of this letter.**

### To Apply for Reimbursement

Please complete the claim form online at [subaruclaims.autosolutionteam.com](http://subaruclaims.autosolutionteam.com) and attach the required documentation listed below:

- **Attach a copy of the receipt or invoice for the repair.** A copy of the repair invoice or work order showing repair 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 what you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed *Claim Reimbursement Form* and copies of the required documentation listed above to:

Subaru of America Inc.  
**DCM Warranty Extension**  
**P.O. Box 9103**  
**Camden, NJ 08103**  
**Attn: Customer Advocacy Department**

Please allow 30-45 days for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

Sincerely,

Subaru of America, Inc.

*Subaru of America, Inc. participates in reforestation to help offset our organization's carbon footprint and reduce the waste of paper. The paper footprint of this mailing is reforested at a global planting site where we measure our impact on the environment.*



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