

- ATTENTION:**
- GENERAL MANAGER
  - PARTS MANAGER
  - CLAIMS PERSONNEL
  - SERVICE MANAGER

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


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QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2010-2014MY Legacy and Outback Models with CVT

**NUMBER:** 06-71-19

**DATE:** 09/16/19

**SUBJECT:** Electric Parking Brake Assembly Warranty Extension

### INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty coverage for the Electric Parking Brake (EPB) assembly used in the above listed models and model years from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to fifteen (15) years / unlimited mileage. This change is in response to an identified condition which in some cases, can cause the EPB system to not operate as designed. Our commitment remains to provide Subaru customers with added assurance regarding the function and overall performance of their vehicle. Customers will be notified of this Warranty Extension by mail.

**NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair.** See sample inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type - Description	Addl Miles	Addl Months	Status

**IMPORTANT:** This EPB Warranty Extension is subject to the same terms and conditions set forth in the New Car Limited Warranty. The warranty extension is only applicable to the original equipment EPB assembly and Genuine Subaru replacement EPB assemblies. See individual vehicle Warranty coverage for details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Claims Policies and Procedures Manual.

<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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>ISO 14001 is 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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## PART INFORMATION:

The two EPB Actuator Assemblies and the four (4), one-time use retaining nuts for the fuel tank protectors listed below are covered by this Warranty Extension:

Description	Part Number	Application / Note
ACTUATOR ASSY EPB	26002AJ01E	2010-2012MY
	26002AJ02D	2013-2014MY
SELF-LOCKING NUT	23508000	All, Qty. 4 Req'd per Vehicle

**IMPORTANT:** The new actuator parts are very similar in appearance but the function is very different. Always confirm you have the correct part number for the vehicle application before installation.

## SERVICE PROCEDURE:

When a customer presents a vehicle for consideration of EPB repairs to be covered by this Warranty Extension, the standard terms of the New Car Limited Warranty apply. Retailers should refer to that coverage information when determining if a repair is covered under this warranty extension. Contact the SOA Claims Team with any coverage questions. Once the determination is made regarding coverage, replacement of the EPB assembly should be performed following the existing Service Manual procedures. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

## IMPORTANT NOTES:

- Always confirm the part number being installed is correct for the vehicle application. Parts for different vehicle applications may appear similar but functionality is different.
- It is always recommended to road test the vehicle and confirm service brake and EPB operation or concerns prior to initiating any repairs. Note any concerns unrelated to EPB condition and review with the customer prior to making any repair.
- Always confirm all aspects of proper EPB functionality following repair.

## WARRANTY / CLAIM INFORMATION:

Refer to the Labor Time Guide for the applicable claim submission information.

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## **IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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Subaru of America, Inc.  
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September 2019

**Important Notice:  
Warranty Extension for Electric Parking Brake Assembly (EPB) 2010-2014 Legacy/Outback with  
CVT or 5AT Transmission**

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, this letter is to inform you of an extension to the Basic New Car Limited Warranty for your vehicle's Electric Parking Brake Assembly (EPB). As the warrantor of Subaru vehicles in the United States, Subaru of America is implementing an EPB Warranty Extension program which extends warranty coverage for the EPB on the models listed above that were sold or leased in the United States.

**Please note that this is not a 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.**

**Electric Parking Brake Assembly Warranty Extension**

The Electric Parking Brake Assembly Warranty Extension extends the vehicle's original New Car Basic Limited Warranty as it applies to the Electric Parking Brake Assembly.

**For all vehicles listed above:**

- The coverage period extends the vehicle's New Car Basic Limited Warranty as it applies to the Electric Parking Brake Assembly from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to fifteen (15) years and unlimited miles.
- Repairs under this coverage period must be completed prior to the expiration of that 15-year period.

If you are not experiencing any concerns with your Electric Parking Brake Assembly, you do not need to schedule an appointment with an authorized Subaru retailer.

**Reimbursement Eligibility**

- You may be eligible for reimbursement if you paid to have your vehicle's EPB repaired or replaced following the expiration of the original New Car Basic Limited Warranty period of three (3) years or thirty-six thousand (36,000) miles, but before the newly extended warranty period of fifteen (15) years, unlimited miles.
- You must have paid an out-of-pocket expense for a repair or replacement of the EPB that would have been covered had it occurred during the warranty coverage period. This includes any deductible expense or partial reimbursement for repairs.
- 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.

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### **To Apply for Reimbursement**

Please apply for reimbursement online at <http://soaclaimform.custhelp.com/app/EPBForm>. Complete the online claim form 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 EPB repair and/or replacement 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.

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.  
EPB Warranty Extension  
Customer Retailer Services  
P.O. Box 9800  
Camden, NJ 08103-9800**

Your request for reimbursement must be postmarked no later than **December 31, 2019**.

Please allow 6-8 weeks for the reimbursement to be processed. 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 the EPB Extension Hotline at 844-373-6614. Additional information can be found online at <http://soaclaimform.custhelp.com/app/EPBForm>

Sincerely,

Subaru of America, Inc.