



National Programs

SUMMARY OF ELIGIBILITY AND REMEDIES SUBARU STARLINK CLASS ACTION SETTLEMENT

*Chad Udeen et al. v. Subaru of America, Inc. et al.,
Civil Action No. 1:18-cv-17334-RBK-JS (D. N.J)*

[Note: This is a summary of who may arbitrate and the remedies that may be sought under the terms of the class action settlement. This not intended to be a complete list of all requirements -- please see the terms of the class action settlement for additional requirements]

1. ELIGIBLE VEHICLES

The following Subaru vehicles are eligible if equipped with a Generation 3.0 Starlink Infotainment System with head unit manufactured by Harmon International Industries, Inc.:

- 2017-2018 Impreza
- 2018 Forester
- 2018 Outback
- 2018 Legacy
- 2018 Crosstrek
- 2018 BRZ

2. ELIGIBLE CLAIMANTS

An eligible claimant must satisfy all of the following criteria:

- The claimant must be a resident of the continental United States or Hawaii or Alaska who currently owns or leases, or previously owned or leased, an eligible vehicle;
- The claimant must have purchased or leased the eligible vehicle in the continental United States, including Alaska or Hawaii;
- The claimant did not validly and timely opt out of the settlement class; and

- The claimant filed a claim with the Settlement Administrator no later than April 1, 2020.

In addition, at least one of the following must apply:

- The claimant purchased a Subaru Added Security plan with a duration equal to or greater than five years or 100,000 miles: and/or
- The claimant presented an eligible vehicle two or more times to an authorized Subaru dealer for a “Qualifying Repair”¹ of a “Qualifying Starlink Malfunction”² **not including** visits related to the March 2017 WTN-74 recall or January 2019 WTZ-85 recall; and/or
- Eligible vehicle’s Starlink head unit became inoperable between July 1, 2018 and January 31, 2019 and claimant waited for more than one day for a replacement head unit to be installed; and/or
- Claimant incurred out-of-pocket expenses relating to a “Qualifying Repair” addressing a Qualifying Starlink Malfunction.

3. ELIGIBILITY FOR ARBITRATION

Claimants may seek to arbitrate claim only after claim has been denied by the Settlement Administrator after a second review

4. REMEDIES THAT MAY BE SOUGHT IN ARBITRATION

A. Reimbursement for proportionate value of Subaru Added Security Plan

Claims must include an invoice or other document(s) that shows:

- The purchase of a Subaru Added Security Plan, and
- The time and mileage duration of the Subaru Added Security Plan.

B. Compensation for multiple “Qualifying Repairs” of “Qualifying Starlink Malfunctions”

¹ “Qualifying Repair” means any type of repair, replacement, diagnosis or inspection performed by an authorized Subaru dealer to address a “Qualifying Starlink Malfunction” **excluding** repairs performed subject to Subaru recalls and repair work performed to address a condition unrelated to a Qualifying Starlink Malfunction. Please see terms of the class action settlement for full definition.

² “Qualifying Starlink Malfunction” means the failure of the Starlink System or failure of a vehicle function caused by a Starlink System error. Please see terms of the class action settlement for a full definition.

Claims must include repair invoices or other document(s) that show:

- VIN, make and model of eligible vehicle;
- That a Starlink-related replacement, diagnosis, repair, update or inspection was performed;
- Repair dates;
- Vehicle mileage at time of repairs;
- Proof that vehicle was presented to authorized Subaru dealer for repairs; and
- Name, address and phone number of facility that performed the repair.
- The time and mileage duration of the Subaru Added Security Plan.

C. Compensation for delay in repair caused by backorder

Claims must include repair invoices or any other document(s) that show:

- VIN, make and model of eligible vehicle;
- Repair dates;
- Vehicle mileage at time of repairs;
- Proof vehicle was presented to authorized retailer for repair between July 1, 2018 and January 31, 2019;
- That a Starlink-related repair was performed after July 1, 2018; and
- Name, address and phone number of facility that performed the repair.

D. Reimbursement for out-of-pocket repair expenses

Claims must include a repair invoice or any other document(s) that shows:

- VIN, make and model of eligible vehicle;
- Repair date(s);
- Vehicle mileage at time of repair(s);
- Performance of a Starlink-related replacement, diagnosis or inspection;
- Proof of payment;
- Proof that vehicle was presented to authorized Subaru dealer for repairs; and
- Name, address and phone number of facility that performed the repair.

E. Reimbursement for rental vehicle/ride-hailing service expenses

Claims must include a receipt or other document(s) that shows:

Recipient Name

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- VIN, make and model of eligible vehicle;
- Repair date(s);
- What was purchased (e.g., rental car or ride-hailing service);
- Name, address and phone number of facility;
- Amount paid;
- Date purchased;
- The date and type of "Qualifying Repair"