

## ANALYSIS OF THE RESPONSIBILITY OF SUBARU

Subaru of Japan does not issue warranties themselves. To protect themselves from liability they contract with foreign corporations to [handle their warranties](#). The exact terms of such contracts are unknown, however, what is known is that the car manufacturer (Subaru) sets these terms, NOT the foreign distributor. The distributor would be more than happy to approve all valid warranty claims if Subaru paid, but of course they do not. Basically, if a Subaru part fails during the warranty period, it is the distributor that has to pay for most of the cost. Therefore, local distributors have to be "creative" to figure out how to cover warranty expenses. Some distributors just offer bare-bones warranties, but in most markets, consumers demand comprehensive warranty coverage. In the Philippines, just like many other countries, comprehensive warranties are issued but costs are covered by requiring excessive and overpriced services. And when you are a dealer of turbocharged Subaru's, you would have a very serious financial problem if you had to pay to fix them without some sort of scheme to generate money from the sale of each Subaru.

For an example, let's take a look at the Subaru Forester I foolishly purchased. The owner's manual showed that the first oil change was required at 12,500 Km. However, to maintain the warranty, three very expensive oil changes (and unnecessary according to their own manual) were required by the time the car had reached even 10,000 km. On the surface, it may appear that the local distributor is issuing and therefore responsible for these onerous warranties. From a legal standpoint, they are. But if you look deeper, it becomes clear that Subaru is really responsible here. The distributor has no choice but to require excessive services to maintain financial solvency due to SUBARU'S warranty provisions and the poor quality of their turbos. In fact, when I made some statements VERY CLEARLY directed at Subaru IN JAPAN (even the local court agreed they were not directed at any Philippine individuals), I received a libel complaint from an affiliate in the Philippines. Think about it. I complain about Subaru in Japan, but I am served with a libel complaint from a local distributor. I find it hard to believe that they were not acting under direct instructions from Subaru.

It is a Subaru car, Subaru's brand, Subaru's reputation, and these warranties are a direct of Subaru's provisions. It is no wonder that "Subaru haters" are so common worldwide. Anyone who has ever dealt with this corporation can only end up hating them. Their callousness, disregard for their customers, their distributors, the environment, and just outright disregard for even the most basic corporate ethics has left quite an impression on this particular Subaru hater. And at eight years and counting, I have no intention of going away. Their intimidation and weaponization of the law will not silence me. In fact, it only serves to motivate me.