

Loaner Vehicle Policy

In order to be able to continue to make loaner cars available to our customers, the following policies must be strictly enforced:

Loaner cars are available at the sole discretion of Subaru of Portland
Due to limited loaner vehicle availability and usage, loaner vehicle availability is never guaranteed.

To qualify for a complimentary loaner vehicle, at least one of the following criteria must be met:

- 1. Diagnostics has been completed and it has been determined that repairs qualify for a loaner vehicle.**
 - 2. Warranty work (within the “Bumper to Bumper” 3 year /36,000 miles Subaru warranty) that cannot be completed the same day of vehicle drop off.**
 - 3. Powertrain and Aftermarket Warranty work that has been approved and an authorization number has been provided by the warranty administrator.**
- The driver must be at least 21 years of age and able to produce a valid driver license, major credit card for the \$200 deposit and incidental charges, and current insurance card documenting full coverage. Driver must be present to sign the Loaner Vehicle Agreement.
 - Loaner Vehicles are provided for use on day(s) of service only.
 - Loaner Vehicles kept past the agreed pick-up time may incur additional charges.
 - A charge of **\$50.00 per day** usage fee will be charged to the driver who fails to return the Loaner vehicle to the dealership within 24 hours of notification that the work has been completed.
 - Loaner vehicles are never permitted to be driven outside the area of 100 miles of the dealership.
 - **Customers are responsible for the use of fuel** while in a loaner vehicle and will be charged **\$8.50 per gallon** to replenish fuel to the level signed for when vehicle left the dealership.
 - **Parking tickets, toll violations and any other tickets or traffic violations are the sole responsibility of the person signing for the loaner vehicle** and will be charged to the credit card used for deposit.
 - Body damage and/or any other damage to the loaner vehicle while in the customer's possession are the sole responsibility of the customer. You are advised to contact your insurance company in case of damage or accident as your insurance company is the primary carrier.
 - Loaner Vehicles are not provided for body shop repairs.
 - Loaner Vehicles are not available for rental.
 - Loaner fleet consists of various Subaru models. A specific model cannot be reserved.
 - **Smoking or vaping of any substance is not allowed** in any loaner vehicle. A detail fee of **\$250.00** will be charged if there is smoke odor, pet residue or the seats are soiled or stained.
 - We cannot be responsible for any items or articles left behind in a loaner car.