



SUBURBAN SUBARU INFORMATION PACKET

Welcome to the Suburban Subaru family.



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SUBARU

Congratulations on your brand new Subaru!

First and foremost, thank you for being a valued customer of Suburban Subaru of Troy.

We hope to provide you with a great experience before, during, and after the purchase of your new car.

In the index above, you will find clickable links with information on what to expect while you wait for your incoming vehicle.

Please refer to the FAQ for any questions not answered in the packet.

Contact information and hours for the dealership are listed on [the last page](#).

How will I know when my car is coming in?

Here at Suburban Subaru, we are committed to providing the best service to our customers. For this reason, we have a dedicated Customer Advocacy Manager to ensure the process is running as smoothly as possible.

When will my salesperson call me about my vehicle?

Each week you will receive a courtesy call, email, or text informing you of the status of your vehicle until it arrives.

This will come from the Customer Advocacy Manager or your salesperson.

When your car arrives, your salesperson will call you to schedule delivery.

What and who is the Customer Advocacy Manager?

The Customer Advocacy Manager is an employee located in the dealership who acts as a representative of Subaru should you have any comments, questions, or concerns regarding the sales or service process. She is also your Product Expert (Delivery Specialist) here at Subaru. You can find her information on the [Dealership Contact Information](#) page.

Do I have to respond to these communications?

No, you are not required to respond. But please don't hesitate to reach out with any questions.

What if I have a trade in?

My trade in is paid off.

If your trade in is paid off, all we require is the car, both sets of keys, the title, and the lien release from the bank that held your loan. You can acquire the lien release by calling your bank if one has not already been sent to you.

My trade in is not paid off.

If your trade in is not paid off, please provide your salesperson with a 10 day payoff, the title of your vehicle, and both sets of keys. You can acquire the 10 day payoff by calling the bank that holds your loan.

I have a lease that still has payments left.

In this case, you will not have the title. However, we still ask that you provide your salesperson with the 10 day payoff acquired from your bank.

I have a lease, but I don't owe anything.

All you need is your car and both sets of keys.

What if there's two people on the title?

Both people listed on the title don't need to be present at time of delivery, but we need a copy of the absent party's driver's license.

The title for your trade in must be signed by both parties in order of how the names are listed on the title. Ex.: Cosigner signs second or after primary driver.

Do I need to clean my car?

Your car isn't required to be cleaned before hand, but we recommend removing your personal belongings before coming to the dealership.



What do I bring at time of delivery?

Below you will find a checklist of documents we require at time of delivery if they have not already been collected:

☐ **Down Payment**

Preferably a cashier's check, debit card, or up to \$1000 on a credit card or personal check. Checks can be made out to Suburban Subaru. Any amount of cash is also accepted.

Your deposit can be used as or included in your down payment.

☐ **Driver's License**

☐ **Current Insurance**

Your new VIN will be provided to you before time of delivery.

☐ **Registration (if you are transferring a plate)**

If you are not transferring a plate, we will provide you with a new plate and registration. No need to go to the DMV!

☐ **If financing or leasing, ensure your credit app is filled out**

This will come from the express store in an email or text from your salesperson.

☐ **Trade In with Title, Lien Release, or 10 Day Payoff**

☐ **Both Trade In Keys**

Does my cosigner need to be present?

Anyone who is going on the title/loan must be present to sign paperwork at time of delivery. They **cannot** come at a separate time. Please ensure you schedule delivery with your salesperson when both of you are available.



Will someone go over my new car with me?

Suburban Subaru is committed to ensuring you get the most use out of your brand new vehicle. For this reason, Suburban Subaru proudly participates in the Love-Encore program.

What is Love-Encore?

Love-Encore is a special program dedicated to helping you learn about your new Subaru. Our product expert will set a time with you to cover any all questions about your car and it's various features and technology. For participating, you will receive a \$25 *Gas Card* complimentary of Subaru.

How does it work?

Once you take ownership of your new Subaru, your Delivery Specialist/Product Expert will schedule an appointment for a Love-Encore visit. This will take place between 14 to 60 days from your day of delivery.

We offer both phone and in-person appointments.

Do I have to make an appointment?

No. Your specialist can set a day and time to do a courtesy check in call. As long as you have a brief conversation over the phone on that day, you will be able to take advantage of the \$25 Gas Card incentive.

Is it free?

100% completely free to you as a customer of Suburban Subaru.

Will my salesperson still go over the car with me?

Yes, your salesperson will still explain core features of your vehicle to you before you leave the dealership.

How do I contact my Product Expert (Delivery Specialist)?

You can find her information on the [Dealership Info and Hours](#) page.



Are there additional warranties I can purchase for my vehicle?

There are several options that Suburban Subaru provides to help you protect your investment. You can find information on some of them below:

Subaru Gold Plus Plan

Added Security® is the only mechanical breakdown coverage backed by Subaru of America, Inc. Because almost every Subaru includes highly advanced, complex systems such as EyeSight® Driver Assist Technology, it's important to consider our Gold Plus plan because it covers all of the intricate components that can be very expensive to replace.

Subaru Gold Plus Plan offers both \$0 and \$100 deductibles all the way up to 8 years/120,000 miles.

[Click Here to Learn More](#)

Rim + Tire

Pays to repair or replace damaged rims or tires caused by road hazards. Road hazards are anything in the road that shouldn't be there, including potholes. Gives you peace of mind knowing you are protecting the only part of your vehicle that actually touches our deteriorating Michigan roads.

Offered all the way up to 5 years.

[Click Here to Learn More](#)

At time of delivery, our finance manager will go over and help you customize your options for protecting your investment.

You can find more information on additional warranties in the Express Store – including Interior and Exterior Protection, GAP Coverage, and more.

Remote Start and Starlink - MySubaru

How can I get remote start on my vehicle?

Subaru offers remote start in two ways: Starlink through the MySubaru app or as an accessory option which you can have installed on your new vehicle.

What is Starlink?

Subaru Starlink is the system that provides you with your Enhanced and Emergency Roadside Assistance as well your Remote Start capabilities. [Click Here to Learn More](#)

What are the benefits of the Starlink Security Plus (Remote Start)?

Since Starlink works through data, there is no distance limit to using any of your remote services. You can start your car from anywhere!** Included with Security Plus, you will receive a Stolen Vehicle Recovery System as well as the ability to lock/unlock and locate your vehicle.

***Please note this only applies to vehicles with a push button start.*

[Click Here to View Packages](#)

How do I access my remote start?

You can access your remote services through the MySubaru app found in your phone's App Store.

Do I need to download both the Starlink and MySubaru apps?

No. Do not download the Starlink app. You will only need to download MySubaru.

Why does Subaru not make remote start standard?

Subaru chooses to make safety standard by now including Eyesight in every vehicle – from standard models all the way to our highest trim level. For this reason, Subaru offers remote start as a low-cost add on in the form of Starlink.

My car doesn't have push button start – can I still get remote start?

Yes. If your car is not eligible for a remote start through Starlink, you can still have a remote start installed as an accessory. This remote start is operated with an additional keyfob. Ask your salesperson for more details.



Service Center Information

The key to helping your Subaru live long and prosper is by prioritizing routine services like oil changes, tire rotations, and fluid checks. The more diligent you are with scheduling service, the longer your Subaru will last you into the future.

At Suburban Subaru of Troy, we exclusively sell and use [genuine Subaru parts](#) when making any repairs. In addition to being of superior quality, original equipment manufacturer (OEM) parts are certified to fit your exact Subaru model and will last for as long as you drive the car.

We also offer a convenient [online service appointment scheduler](#).

Now offering convenient at-home services and parts delivery, the expert service technicians at Suburban Subaru of Troy are proud to help keep your Subaru running with the latest advanced and routine service offerings, including:

- Oil & filter change
- Tire rotation
- Wheel alignment
- Coolant flush
- Battery replacement
- A/C repair
- Interior upholstery cleaning
- Windshield wiper blade replacement
- And more!

[***Click here for Dealership Contact Information and Hours***](#)



Why Choose Suburban

OUR FAMILY SERVING YOURS FOR 70+ YEARS!

Our family owned business, is an integral part of the communities for which we sell and service automobiles. We are driven to actively address and solve challenges that face our communities, and are dedicated to making a positive impact in the quality of life for others. Basic Needs, Cancer Research, Children and Education remain the core of our focus.

[*Click Here to View Supported Charities*](#)

[*Drive Away Hunger – Click Here to Learn More*](#)

OUR CUSTOMERS SPEAK VOLUMES!

4.5 out of 5-star ratings on over more than 50,000+ lifetime reviews across trusted sites like Google, Facebook and Dealer Rater!

[*Click Here to see Customer Reviews*](#)



Why Choose Subaru



More than a car company.®

The Subaru Love Promise is our vision to show love and respect to all people at every interaction with Subaru. Together with our retailers, we are dedicated to making the world a better place.

[Click Here to Learn More](#)

There's safe, and then there's
SUBARU SAFE.

When you choose a Subaru, you're not just choosing a car. You're choosing a company with a lifetime commitment to protecting those you love. Learn more about our industry-leading safety innovations, and why Subaru is a leading choice among parents with teen drivers.



[Learn about Subaru's Commitment to Safety](#)



Consumer Reports articles, reviews, rankings, and videos. They're all here. Consumer Reports does not endorse products or services.

[Read Our Consumer Reports Reviews](#)



FAQ

What is the maintenance schedule for my new Subaru?

Subaru recommends that you have your oil changed and tires rotated every 6000 miles.

If you don't drive at least 10,000-12,000 miles per year, Subaru has an alternate schedule of every 6 months.

When is my first payment due?

Lease

Your first payment will be due 30 days after you sign your paperwork. Please allow 10 – 15 business days to receive paperwork from the bank.

Purchase

Your first payment will be due 45 days after you sign your paperwork. Please allow 10 – 15 business days to receive paperwork from the bank.

Who is the lien holder for my loan and what is the address?

The lien holder is JP Morgan Chase.

Address:

PO BOX 901039
Fort Worth, TX 76101

Who do I make my check out to?

Checks can be made out to Suburban Subaru.



Dealership Contact Information and Hours

Showroom Hours

Monday 9:00 AM - 8:00 PM
Tuesday 9:00 AM - 6:00 PM
Wednesday 9:00 AM - 6:00 PM
Thursday 9:00 AM - 8:00 PM
Friday 9:00 AM - 6:00 PM
Saturday 10:00 AM - 4:00 PM
Sunday Closed

Sales Manager:

Dustin Ciccarelli 248-979-9080
dciccarelli@suburbancollection.com

Finance Manager:

Michal Hajto 248-979-9030
mhajto@suburbancollection.com

Assistant Sales Manager:

Samantha Sutton 248-979-9013
ssutton@suburbancollection.com

Service Manager:

Chris Lange 248-519-9518
clange@suburbancollection.com

Customer Advocacy Manager/Product Expert:

Eva Randazzo 248-979-9005
erandazzo@suburbancollection.com

Service Hours

Monday 7:00 AM - 6:00 PM
Tuesday 7:00 AM - 6:00 PM
Wednesday 7:00 AM - 6:00 PM
Thursday 7:00 AM - 6:00 PM
Friday 7:00 AM - 6:00 PM
Saturday 8:00 AM - 2:00 PM
Sunday Closed

Salespeople:

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dpiper@suburbancollection.com

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Eddie Thompson 248-979-9036
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Kledi Iljasllari 248-979-9042
kiljasllari@suburbancollection.com

Clayton Pack 248-979-9004
cpack@suburbancollection.com

Dealership Main Line: 248-639-2300
Service: 877-517-6317
Parts: 888-429-4163
FAX: 248-979-9099

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