

# Dealer Management Bulletin

Category	General
Date	23 <sup>rd</sup> September 2025
Reference	Update to VM1494_REV7
Subject	Subaru Dealer Support Program

To ensure we continue to offer high levels of support to our crucial Retailer network, we have a wide range of specialized and on-the ground support for every enquiry you and your teams might have. Please find the latest information below.

## **Parts & Accessories Support**

To ensure rapid support for Part queries, we have enlisted the help of Autonexus Parts Support. The team are there for the majority of your Part queries and be contacted via phone or email between 8:30am and 5:00pm AEDT Monday – Friday (with the exception of NSW Public Holidays). A summary of who to contact when is below.

Type of query	Initial contact point	Escalation
General Parts enquiries, incl: <ul style="list-style-type: none"> <li>Parts inventory, availability &amp; pricing</li> <li>Parts Interpretation Enquiry (i.e. is this the right part for this vehicle?)</li> <li>Parts ordering query and assistance</li> <li>Backorder query</li> <li>Credit request</li> </ul>	ANX Parts Support, on <a href="mailto:Parts.Support@inchcape.com.au">Parts.Support@inchcape.com.au</a> OR 1800 650 134 (option 2).	<u>Category Managers:</u> Collision Parts: <a href="mailto:colin.sharp@subaru.com.au">colin.sharp@subaru.com.au</a> Service & Repairs Parts: <a href="mailto:sheridah.sharp@subaru.com.au">sheridah.sharp@subaru.com.au</a> Accessories: <a href="mailto:stephen.puckeridge@subaru.com.au">stephen.puckeridge@subaru.com.au</a>
Parts pricing support	Collision Parts: <a href="mailto:colin.sharp@subaru.com.au">colin.sharp@subaru.com.au</a> Service & Repair Parts: <a href="mailto:sheridah.sharp@subaru.com.au">sheridah.sharp@subaru.com.au</a> Accessories: <a href="mailto:stephen.puckeridge@subaru.com.au">stephen.puckeridge@subaru.com.au</a>	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>
Transit damage, issues or incorrect part arriving.	AIMS Cases & System query: <a href="mailto:aims@autonexus.com.au">aims@autonexus.com.au</a>	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>
Transit timeline and delivery queries	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Parts systems issues/passwords (SAP Dealer Portal, Subaru Central etc.)	<a href="mailto:Service.Desk@inchcape.com.au">Service.Desk@inchcape.com.au</a>	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>
New Dealer Staff parts training	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Parts Targets and parts report queries	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Accessory Sales reports & queries	Category Manager - Accessories: <a href="mailto:stephen.puckeridge@subaru.com.au">stephen.puckeridge@subaru.com.au</a>	Parts Manager: <a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>

### Key Contact Information

Position	Name	Phone number	Email Address
National Aftersales Manager	Daniel Fuss	0418 617 487	<a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Parts Manager	Daniel Frazier	0422 024 410	<a href="mailto:daniel.frazier@subaru.com.au">daniel.frazier@subaru.com.au</a>
Certified Collision Repairer Network	Colin Sharp	0434 582 264	<a href="mailto:colin.sharp@subaru.com.au">colin.sharp@subaru.com.au</a>
Category Manager - Accessories	Stephen Puckeridge	0413 329 336	<a href="mailto:stephen.puckeridge@subaru.com.au">stephen.puckeridge@subaru.com.au</a>
Category Manager - Service & Repairs	Sheridah Sharp	0417 202 029	<a href="mailto:sheridah.sharp@subaru.com.au">sheridah.sharp@subaru.com.au</a>
Collision Parts	Colin Sharp	0434 582 264	<a href="mailto:colin.sharp@subaru.com.au">colin.sharp@subaru.com.au</a>
Business Development Manager - Wholesale Parts	Colin Sharp	0434 582 264	<a href="mailto:colin.sharp@subaru.com.au">colin.sharp@subaru.com.au</a>

### Service and Technical

The centralized roles, under the banner of 'Service Operations Specialists,' continue with overarching responsibility to support the network in implementing initiatives or programs that deliver commercial improvement in Aftersales operations. This includes analyzing Retailer service business to identify key improvement opportunities, developing a plan and supporting its execution. They will also implement National aftersales improvement programs to benefit the network.

Type of query	Initial contact point	Escalation
Service Marketing activity (incl. Service Marketing Hub) <ul style="list-style-type: none"> <li>+OSB or EVHC</li> <li>Any Service system issues</li> <li>+Onboarding service staff</li> </ul>	Service Operations Specialists: <a href="mailto:service.operations@subaru.com.au">service.operations@subaru.com.au</a> or <a href="mailto:benjamin.grover@subaru.com.au">benjamin.grover@subaru.com.au</a> <a href="mailto:jake.tallis@subaru.com.au">jake.tallis@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Technical issues <ul style="list-style-type: none"> <li>+ Workshop tooling</li> </ul>	FPRS team: <a href="mailto:technical.services@subaru.com.au">technical.services@subaru.com.au</a> or 1800 314 671, Option 1.	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Customer issues	CRT team: <a href="mailto:feedback@subaru.com.au">feedback@subaru.com.au</a> or 1800 226 643	Customer Relations Manager: <a href="mailto:stephanie.mokbel@inchcape.com.au">stephanie.mokbel@inchcape.com.au</a>
Technical training	Training Manager: <a href="mailto:john.moller@subaru.com.au">john.moller@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
On-boarding warranty staff	Warranty Team (Warranty Support) <a href="mailto:warranty.support@subaru.com.au">warranty.support@subaru.com.au</a>	Head of Warranty Distribution: <a href="mailto:raghib.hussain@inchcape.com.au">raghib.hussain@inchcape.com.au</a>

### Key Contact Information

Position	Name	Phone number
National Aftersales Manager	Daniel Fuss	0418 617 487
Service Operations Specialist	Ben Grover	0402 296 341
Service Operations Specialist	Jake Tallis	0455 088 008
Head of Warranty Distribution	Raghib Hussain	0466 025 087
Ownership Experience Specialist	Emily Symons	0437 849 323
CRT Manager	Stephanie Mokbel	0457 602 294
FPRS Team Leader	Adam Thomas	0417 216 894
Technical Training	John Moller	0466 842 141

### **Ownership Experience, Warranty & Customer Relations**

To support the Regional Team and help ensure the level of customer experience provided to the dealer network is continually enhanced, the Ownership Experience team will continue to work more cohesively with the dealer network.

Type of query	Initial contact point	Escalation
Warranty & Goodwill requests, PWA queries	Warranty Team: <a href="mailto:warranty.support@subaru.com.au">warranty.support@subaru.com.au</a>	Head of Warranty Distribution: <a href="mailto:raghib.hussain@inchcape.com.au">raghib.hussain@inchcape.com.au</a>
Recall and service campaign queries	Recall Manager: <a href="mailto:danny.so@inchcape.com.au">danny.so@inchcape.com.au</a>	Head of Warranty Distribution: <a href="mailto:raghib.hussain@inchcape.com.au">raghib.hussain@inchcape.com.au</a>
Customer issues	CRT team: <a href="mailto:feedback@subaru.com.au">feedback@subaru.com.au</a> or 1800 226 643	Customer Relations Manager: <a href="mailto:stephanie.mokbel@inchcape.com.au">stephanie.mokbel@inchcape.com.au</a>
Customer Satisfaction Programs (Reputation) and Owner Programs (Roadside, Service Plans etc.) queries + Onboarding dealer CX staff	Ownership Experience Specialist: <a href="mailto:emily.symons@subaru.com.au">emily.symons@subaru.com.au</a>	National Aftersales Manager: <a href="mailto:daniel.fuss@subaru.com.au">daniel.fuss@subaru.com.au</a>
Onboarding Dealer Warranty Staff	Warranty Team: <a href="mailto:warranty.support@subaru.com.au">warranty.support@subaru.com.au</a>	Head of Warranty Distribution: <a href="mailto:raghib.hussain@inchcape.com.au">raghib.hussain@inchcape.com.au</a>

**The key contacts are below:**

Position	Name	Phone number
National Aftersales Manager	Daniel Fuss	0418 617 487
Head of Warranty Distribution	Raghib Hussain	0466 025 087
Ownership Experience Specialist	Emily Symons	0437 849 323
CRT Manager	Stephanie Mokbel	0457 602 294

**Dealer Support Hotline**

We have created a Dealer Support Hotline so that dealer staff can directly contact **Technical, Warranty, Recalls and Customer Relation Teams** when they require immediate assistance. **IMPORTANT: This phone line is for dealer staff use only and is not to be shared with any customers or third parties.**

**Dealer Support Hotline & Hours of Operation:**

Hotline phone number: **1800 314 671**

Dealer Support Hotline 1800 314 671		
Option	Department	Opening Hours
1	Technical	7:30am to 6:00pm AEDT Monday to Friday (Closed Public Holidays)
2	Recalls	8:00am to 5:00pm AEDT Monday to Friday (Closed Public Holidays)
3	Warranty & Goodwill	8:00am to 5:00pm AEDT Monday to Friday (Closed Public Holidays)
4	Customer Relations	8:30am to 5:00pm AEDT Monday to Friday (Closed Public Holidays)

If a customer or third party would like to contact Subaru Australia, please refer them to our Customer Relations Team on **1800 226 643** or [feedback@subaru.com.au](mailto:feedback@subaru.com.au).

**STAMP (Subaru Targeted Aftersales Marketing Program)**

A fantastic Service Marketing Tool available now in your 'toolbox' to drive increased retail parts and labour revenue for all retailers. Dealer Opt-in is required.

Type of query	Initial contact point	Escalation
Data Queries: <i>Why don't I have customers appearing?</i> <i>Why did this customer receive a reminder?</i> <i>Why is this report not working?</i>	Matt Wyllie <a href="mailto:mwyllie@infomedia.com.au">mwyllie@infomedia.com.au</a> Darren Thomas <a href="mailto:dthomas@infomedia.com.au">dthomas@infomedia.com.au</a>	Service Operations Specialists: <a href="mailto:service.operations@subaru.com.au">service.operations@subaru.com.au</a>
STAMP campaign Queries: <i>What are the rules for the campaign?</i> <i>Can I change the price of this campaign?</i> <i>What campaigns are coming next?</i>	Refer Campaign Alert or Service Operations Specialists: <a href="mailto:service.operations@subaru.com.au">service.operations@subaru.com.au</a>	Matt Wyllie <a href="mailto:mwyllie@infomedia.com.au">mwyllie@infomedia.com.au</a> Darren Thomas <a href="mailto:dthomas@infomedia.com.au">dthomas@infomedia.com.au</a>



In summary, whilst our Regional Business Managers are and will always be an integral part of our relationship with our network, they continue to be laser focused on delivering commercial outcomes and exceptional customer experiences. It is important that all dealers utilise the appropriate channels to ensure our Regional Teams are focused on what matters, whilst harnessing the specialised support of our Ownership Experience and Service Operations teams.

Kind Regards,

A handwritten signature in black ink, appearing to read "CE", written in a cursive style.

Chris Emmerson  
National Sales Manager

A handwritten signature in black ink, appearing to read "DF", written in a cursive style.

Daniel Fuss  
National Aftersales Manager