

Subarunet Announcement



TO: All Subaru Retailer Parts Departments
FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.
DATE: December 21, 2018 (updated)

SUBJECT: WTW-82 Combination Meter Reprogramming

IMMEDIATE ACTION REQUESTED: Several combination meters have been received by SOA as part of this program for reprogramming with no warranty parts tag included.

WHEN THIS OCCURS, SOA HAS NO WAY TO IDENTIFY WHAT VEHICLE (VIN) OR WHAT RETAILER THESE COMBINATION METERS CAME FROM.

If you shipped combination meters to SOA for this program previously and did not secure the required COMPLETED Warranty Parts Tag to the meter as shown below, please contact us IMMEDIATELY at: 1-765-637-4242 (Special Project Hotline).

This phone line is monitored from 7:30am to 5:00pm EST on normal business days. Calls received outside of these hours go to voicemail and will be returned on the following business day.

IMPORTANT REMINDER:

Please be sure Step 8 as shown below is completed as outlined in the previously released Subarunet message instructions. This will avoid needless delays in combination meter processing. Warranty Parts Tags are included in each packaging kit and should also be readily available at every Retailer for use with all warranty parts.

8. Attach the completed Warranty Parts Tag to the combination meter.
NOTE: See the photo below for the location to attach the tag. **CAUTION:** Never cover the combination meter wiring harness connection with the tag. Take the removed combination meter to the Parts Department for shipping.

