



To: *All Subaru Retailers*
From: *Subaru of America, Inc. – Service Department*
Date: *March 11th, 2019*
Re: *Inoperative WTW-82 Combi Meter Re-programmer*

If a re-programmer is inoperative for any reason the retailer must first complete a QMR with a description of how the tool is malfunctioning and photographs showing the damage if possible. The QMR submission must use fail code WTW82. Once submitted, contact the PIC hotline with a request to release the part number below.

85009AL000 – WTW-82 Combi Meter Re-programmer

The PIC representative will release and order the part number above if it is reported to be inoperative. The retailer must supply the QMR number to obtain tool release and must agree to return the entire contents of the part number kit containing the damaged tool to SOA at:

Subaru of America, Inc.
Attn: Service Operations Manager
One Subaru Drive
Camden, NJ 08103-9800

Failure to return in full the damaged tool PN kit or repeat replacement requests may result in a \$2500 charge to the retailer's AR statement.

Additional tools will be released when inventory levels improve.