

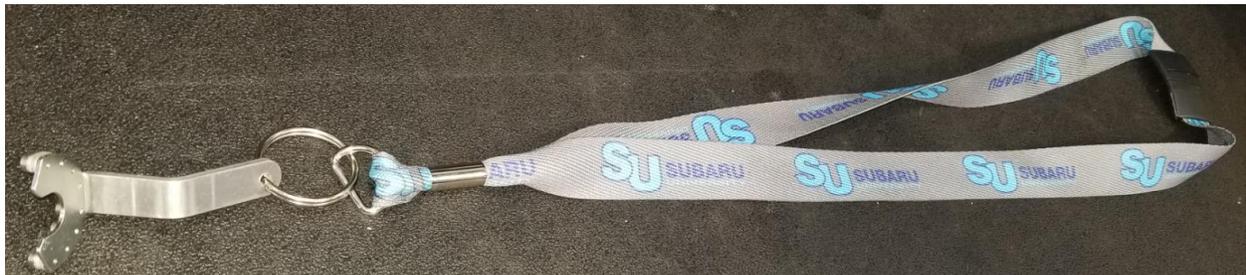


To: *All Subaru Retailers*
From: *Subaru of America, Inc. – Service Operations*
Date: *April 18th, 2019*
Re: *WUE-90 Brake Light Switch – Required Process Changes*

SOA has received multiple requests to replace brake light switch tools (83399FJ000RT) lost while performing the WUE-90 recall. It is imperative that these tools **NOT** be left in the vehicles. Given the nature of the area being worked near and the magnetic properties of the tool, it must be removed prior to operating the vehicle. **This is a requirement to ensure this vehicle can be operated safely.**

Retailers are required to account for all tools used in the procedure to ensure that they are not left in any vehicles. SOA strongly requests that a daily tool accountability plan be put in place by retailer service management to limit the number of vehicles that will need to be quality control checked should a tool be lost. **If it is suspected a tool was left in a vehicle, the retailer must contact any potentially affected customers and inspect to confirm a tool is not present in the customer's vehicle without delay.**

SOA also strongly suggests adding a lanyard or other tether like device to help identify that the tool is still in the vehicle. See below for a good example.



Brake Light Switch tool PN# 83399FJ000RT is currently restricted and replacements will only be released if a tool is damaged. Lost tools are not eligible for replacement.

If a tool is damaged the retailer must first complete a QMR with a description of **HOW** the tool was damaged **and photographs** showing the damage. The QMR submission must use fail code WUE90. Once submitted, contact the PIC hotline with the QMR# to request release.

The PIC representative will release quantity one of 83399FJ000RT if it is reported to be damaged. The retailer must supply the QMR number to facilitate release and must agree to return the damaged tool within 5 business days 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.