



Retailer Pre-owned Assistance Program – CVT Chain Guide Breakage (WRK-21)

To: All Subaru Retailers

In support of our retailer partners currently stocking pre-owned Subaru vehicles affected by the CVT chain guide breakage recall (WRK-21) announced on December 10, 2021, we are pleased to provide financial assistance during the time repairs are unavailable for these vehicles and therefore unsellable.

Twenty states currently mandate a curtailment for used vehicles impacted by a recall, and retailers in those states will be reimbursed at the prevailing rate. For those retailers in states without a mandate for used vehicles under recall, we will use a blended rate of 1% per month. Affected vehicles include any of the following you have in stock as of, or subsequent to 12/10/2021:

Model Year	Carline	Production date range
2019-2020	Ascent	February 22, 2018 – July 20, 2020
2020	Legacy (turbo models)	July 15, 2019 – August 13, 2020
2020	Outback (turbo models)	July 15, 2019 – August 13, 2020

Steps to Receive Reimbursement:

To receive assistance from Subaru of America, each retailer must submit the information below related to any vehicles in inventory and unsellable for any period of time. The information must be submitted to your zone or distributor in one excel file, which is attached. The file name must include your retailer number.

For each VIN, please provide the following:

- Retailer Name
- SOA Retailer Number
- Retailer Physical Location State (two characters)
- **Full VIN** (all 17 Characters)
- Current Vehicle Mileage
- Date acquired (If prior to 12/10/21 use 12/10/2021)
- Date Repaired
- Carrying Value (i.e. Current Floor Plan carrying value or cost of acquisition if not floor planned)
- If sold, please provide date sold, buyers order, or wholesale documents.
- Retailers providing this information certify the vehicles were/are on their lot, they agree to an audit of the list, and they agree to submit additional documentation upon request

Repair Procedure and Curtailment Submission Process

Subaru is in the process of acquiring the special service tools and reprogramming (PAK) files for this recall. Once they are available, additional information will be released and the WRK-21 Product Campaign Bulletin will be published on STIS with detailed service and claim instructions.

After tools are received, we anticipate all pre-owned vehicles will be repaired by the end of the following month. Once repairs are completed on all vehicles in stock, Retailers should submit their excel file containing curtailment submissions to your zone or distributor. As noted earlier, please submit only one curtailment submission worksheet with all vehicles listed at the same time. Once received and reviewed, Retailers will be reimbursed on their next parts statement.