

Subarunet Announcement



To: All Subaru Retailers

ATTENTION: Subaru Service Manager, Warranty Managers, Shop Foremen, and Technicians

From: Subaru of America, Inc. – Service Operations Department

Date: July 29, 2022

Re: WRK-21 CVT Chain Guide Breakage Recall – VIDEOSCOPE UPDATES

The purpose of this communication is to assist retailers with questions or concerns regarding the OTC 16-3880X videoscopes, including repairs and replacement procedures.

Videoscope repair and replacement:

If retailers are experiencing issues with their OTC 16-3880X videoscope or the scope has been damaged while using the product consistent with the service procedure, please contact your District Service Quality Manager, DSQM (formerly FSE).

1. The retailer should contact the DSQM regarding issues with the videoscope.
2. If the DSQM deems the unit needs repair, they will send, or instruct the retailer to send, the inoperative or damaged videoscope to the following contact, and provide a tracking number:

Subaru of America, Inc.
WRK-21 Videoscope Service
One Subaru Drive
Camden, NJ 08103
ATTN: Service Operations Department

3. The DSQM will requisition a replacement videoscope for the retailer. SOA will repair the OTC 16-3880X videoscope or arrange for shipment of an approved alternate, at no cost to the retailer for the duration of the manufacturer's one year warranty period.
4. SOA will ship the repaired or replacement videoscope back to the retailer in a timely manner.

Due to the ongoing industry supply chain delays, we believe this is the most efficient way to expedite this exchange process, at this time.

Additional Videoscopes:

For retailers needing additional videoscopes to meet their business needs. Subaru of America has approved the use of additional products that meet the criteria for this service procedure. These can be purchased by the retailer on the open market through third party sellers, at the Subaru retailer's expense. SOA will not be responsible for warranty issues concerning these purchases. Warranty issues for these purchases should be handled between the Subaru retailer and the seller.

- **Autel MV400-5.5** w/5.5mm dia. camera. (The threaded tip end must be removed to fit through the guide-holder)
- **Depstech DS300** w/5.5mm dia. camera. (The threaded tip end must be removed to fit through the guide-holder)
- **Depstech DS350** w/5.5mm dia. camera. (The threaded tip end must be removed to fit through the guide-holder)