

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 – REQUIRED Information for WRK-21 Service Claims

- The WRK-21 Chain Guide Breakage Recall requires retailers to retain certain information in the form of data and photos relating to this campaign
- The table below outlines the information required to be retained by the retailer for all WRK-21 service
- This information is also found in the WRK-21 technical service bulletin.
- **Claims for CVT replacement require all retained information to be ATTACHED to the claim.**
- **Claims not adhering to these procedures will be subject to REJECTION or DEBIT.**

<b>Retailer must RETAIN this required information</b>	
	<b>The Retailer must <u>RETAIN</u></b> the following information on <b>ALL</b> WRK-21-related repair orders (See below). Per SOA warranty policy this information must be retained by the retailer, up to 2 years, for the purpose of future review.
1	<b>SSM Data Files (<u>PREFERRED</u>)</b> , screen capture or photo of SSM screen showing mileage data, "Slip A mileage 1, Slip A mileage 2, and Slip A mileage 3" displayed on SSM4 <b>(Attach to the claim if the CVT is being replaced)</b>
2	<b>Inspection Scope Image:</b> Clear photo or screen shot of videoscope image, if the procedure calls for this step. <b>(Attach to the claim if the CVT is being replaced)</b>
3	<b>Transmission Serial Number:</b> 1) Clear photo of the OLD transmission's serial number. 2) Clear photo of the NEW transmission's serial number, if CVT is being replaced. <b>(Attach both the old and new S# to the claim if CVT is being replaced)</b>
4	WRK-21 R.O. Notes must include repair order out (repair completion) mileage of any prior CVT replacements. <b>(Include RO notes in the claim if the CVT is being replaced)</b>

**For CVT REPLACEMENT CLAIMS:**

**ATTACH all the required information to all CVT replacement claims.  
CLAIMS NOT ADHERING TO THESE PROCEDURES WILL BE SUBJECT  
TO REJECTION or DEBIT.**