

**Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: October 24, 2022**

**UPDATE: Subaru Safety & Emissions Recall: WRK-21 – CVT Chain Guide Breakage**

***Retailer Responsibility***

SOA Claims department continue to receive WRK-21 claims without the required documentation for CVT replacements. As a reminder, any claim not adhering to the requirements stated on page 5 of the WRK-21 Product Campaign Bulletin are subject to rejection or debit.

**Starting October 24, all WRK-21 retailer CVT replacement claims that are missing the required attachments (SSM data, scope images, and serial number photos) will automatically show the claim as Awaiting Retailer.** This was a manual process previously. The retailer will need to respond by attaching the required information to the claim before the claim can be paid. No QMR is required for this service. The required information should be attached to the claim for payment, not a QMR.

Please continue to follow the procedures in the latest WRK-21 Product Campaign Bulletin.

Sincerely,  
Subaru of America, Inc.