To: *All Subaru Retailers*

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

Date: *March 11th, 2019*

Re: *Damaged WTY-84 Valve Spring tools*

All retailers should now be in receipt of 2 sets of FB special tools needed to repair affected valve spring vehicles under Product Campaign Bulletin WTY-84R.

SOA is still receiving multiple requests to replace broken copies of the WTY-84 special tools. Evaluation of returned broken tools show avoidable damage from use of power tools and attempts to overpower the tools.   It is very important to pay **CLOSE ATTENTION** to the amount of force being applied to the tools and to follow the related TSB precisely to prevent damage to the tools and to your customer's engine. It is vital to center the valve springs and tools relative to the valve stem before beginning to tighten. Refer to and pay close attention to Appendix B in campaign bulletin WTY-84R. These tools are precise devices and will not withstand damage from inattentive use.

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 WTY84. Once submitted, contact the PIC hotline with a request to release one of the 5 specific part numbers that are related to WTY-84.

      99850AA000 – Valve spring removal/installation tools for FA (BRZ) engine

      99850AA010 – Air supply regulator tool

      99850AA020 – Bridge for FB Valve spring tools

      99850AA030 – Valve spring removal/installation tools for FB engine

      99850AA050 – Engine Stand

The PIC representative will release any single part number above if it is reported to be damaged. The retailer must supply the QMR number to allow release and must agree to return the entire contents of the part number kit containing the damaged tool 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.