



To: *All Subaru Retailers*
From: *Subaru of America, Inc. – Service Department*
Date: *January 15th, 2019*
Re: *Additional Information regarding WTY-84*

By now, all retailers should be in receipt of the special tools and parts to begin repairing affected valve spring vehicles under Product Campaign Bulletin WTY-84.

It is expected retailers will initiate scheduling and repair affected units upon receipt of tools and parts needed in the repair process. Let the repairs begin...

Training

There will be web-based and instructor led training specific to valve spring repair. WBTs will be available sometime the final week of January. All technicians will be required to complete the valve spring WBT.

In addition, Instructor Led Training is near completion and will begin rolling out to ATCs (Area Training Centers) over the next few weeks. SOA will require at least one Retailer technician to attend valve spring specific ILT. This ensures each retailer has at least one 'in-house' valve spring specialist and/or post repair QC available to them. Repairs and training will be going on concurrently.

In the interim, retailers should be asking only those technicians that have completed either Level 4 or 5 of the Subaru Engine training curriculum to perform this repair until others have completed this specific training.

Special Tools

These tools were specially crafted for the valve spring repair and as a result are in limited supply. A couple of cautions pertaining to valve spring tools;

- I. The valve spring special tools aren't indestructible, training should help tool preservation. Additional tools have been ordered but require manufacturing lead times.
- II. SOA holds a small number of additional special tools sets in the event of retailer breakage.
- III. Once the second order of tools is received from the manufacturer, SOA will notify retailers through Subarunet of their availability and the proper order process. Only one additional set of FB tools will be available per retailer.

Parts

Like Takata parts, Valve Spring repair kits are controlled through the PICs (Parts Information Coordinators). Initially each retailer should order Valve Spring repair kits based on maximum quantities allowed through PRIME. Additional kits can be through normal stock orders. To change inventory threshold quantities, you will be required to contact the PICs directly.

Sincerely,

Michael D. Campbell
Vice President Service and Quality