

Subarunet Announcement



TO: All Subaru Retailer Parts Departments
FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service and Parts Managers

FROM: Subaru of America, Inc.
DATE: December 18, 2018

SUBJECT: WTW-82 Repair Procedures for Retailer SSLP, CPO and / or any remaining incomplete unsold stock 2018MY Legacy / Outback units.

Due to limited equipment availability, this program is currently restricted to only the above listed vehicles.

A centralized program for combination meter programming has been established to assist Retailers in repairing these vehicles and making them available for customer use or sale in advance of Retailer tooling availability.

Retailers will be automatically shipped a quantity of two (2) Combination Meter Packaging Kits **one-time only** as part of their regular Stock Order shipment.

Each kit contains enough materials to ship five (5) combination meters for updating.

Contents of each kit are:

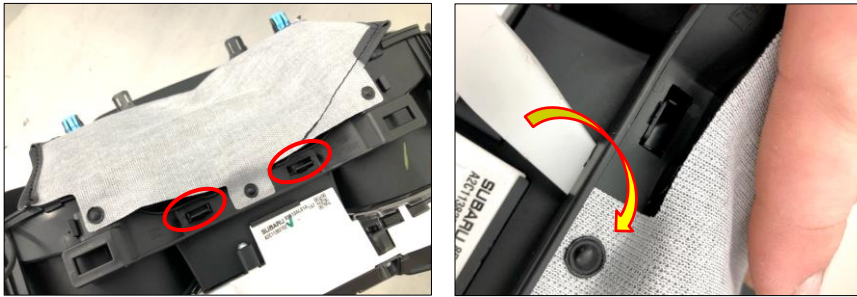
- m1011-31 boxes Qty-5
- 36"x48" sheet of bubble wrap Qty-5
- Pre-printed UPS labels Qty-5
- Warranty parts tags Qty-5
- Packaging instructions Qty-1

Additional kits may be ordered using part number **SOA635153**. **NOTE:** Each kit contains enough materials to ship five (5) combination meters. Use care to avoid over-ordering.

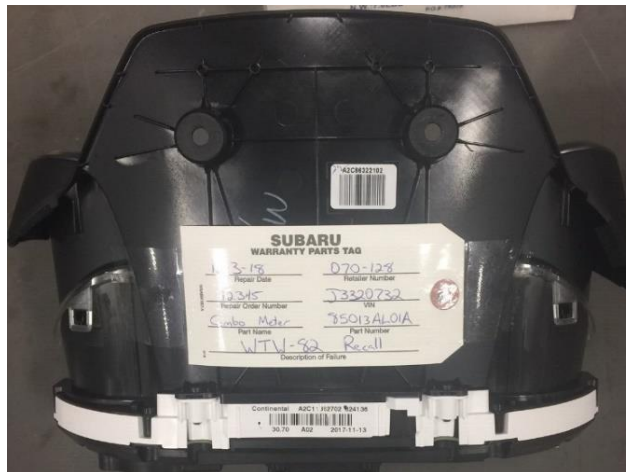
Service Procedure:

1. Retailers must identify and prioritize their SSLP, CPO along with any remaining unsold in-stock 2018MY Legacy or Outback vehicle inventory showing an open WTW-82 recall on Vehicle Inquiry for this repair.
2. Identify all affected units using Subarunet Vehicle Inquiry and confirm the recall status shows as "Open-Limited Parts Available" on each vehicle. If the WTW-82 recall is "Open-Limited Parts Available" or "Open", continue to **Step 3**.
3. Open a Repair Order for each vehicle as part of repair documentation of the WTW-82 recall.
4. Using the SSM4, Technicians must verify the current software version of the combination meter installed in the vehicle. See the information and chart included in **Step 12** to identify pre- and post-recall software versions.
 - a. If a post-recall software version (3071 or 3092) is already installed, **STOP** here and close the recall. Proceed directly to **Step 13**.
 - b. If a pre-recall software version (3050 or 3070) is found, continue to **Step 5**.
5. Technicians must follow either the WTW-82 recall bulletin Service Procedure or the applicable Service Manual instructions when removing an affected / identified vehicle's combination meter.

- For this special process, it is necessary to **CAREFULLY** remove the fabric gap trim attached to the bottom of the combination meter. This step conflicts with the service procedure in the WTW-82 campaign bulletin but is necessary for this special procedure to avoid damage to the combination meter during the packing / shipping process. There are two (2) retaining clips in the center of the trim reinforcement which require a trim stick to release and one (1) on either end which release very easily. Insert the trim stick between the reinforcement and the combination meter housing, next to each retaining clip as shown. Twist the trim stick to release. **NOTE:** The center clips are rather “strong” and take some effort to both release and to snap back together at reassembly.



- Using a pen, Technicians must complete a Subaru Warranty Parts Tag p.n. MSA5W1901A. **ALL** fields must be completed (except for the combination meter part number). The Description of Failure must be noted as WTW-82.
- Attach the completed Warranty Parts Tag to the combination meter. **NOTE:** See the photo below for the location to attach the tag. **CAUTION:** Never cover the combination meter wiring harness connection with the tag. Take the removed combination meter to the Parts Department for shipping.



- Retailer Parts Department personnel will need to package the combination meter using the supplied bubble wrap and following the instructions included with each packaging kit. Once securely packed, the combination meter should be shipped using the pre-printed UPS label included with each box contained in the kit. (Shipping charges both ways are at SOA’s expense.)
- Upon return of the completed combination meter, Technicians must verify the VIN written on the Warranty Parts Tag to ensure the meter gets re-installed back into the matching vehicle. **CAUTION:** If the combination meter is not reinstalled into the matching vehicle, serious immobilizer concerns will result that may not be recoverable. Once a match is confirmed, remove the Warranty Parts Tag.

11. The fabric gap trim must be **CAREFULLY** re-attached to the combination meter. Confirm the trim is properly secured by all four (4) retaining clips then reinstall the combination meter into the IP in reverse order of removal.
12. Once the combination meter is re-installed, Technicians must connect the SSM4, navigate to Work Support for the Combination Meter and select Software information. The first four (4) digits of the software version found should be **3071** (**3092** is also acceptable if the combination meter was previously replaced with a new assembly through United Radio).

MY	Before Update	After Update
2018	3050	3071*
	3070	

***3092** is also acceptable if meter has been replaced through United Radio.

13. Once the new (after update) software version ID number has been confirmed, it must be noted on the Repair Order and a completed WTW-82 Campaign Label affixed to the radiator core support to complete the recall procedure.
14. Submit the recall claim using the following information. No part number or sublet amount is required for claim submission as the packaging materials (the initial 10 plus any later individual retailer orders), shipping charges and Warranty Parts Tags have all been pre-paid for by SOA.

NOTE: The status of the WTW-82 recall has been updated to “**Open – Limited Parts Available**” to allow claim entry.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
WTW-82 COMBINATION METER REPLACE	A184-902	0.4	WTW-82	RC

For Technical or Claim Submission assistance, contact the Subaru Dealer Helpline at: 1-866-782-2782.