

WUC-88 EPS Part Supply

TO: General Managers/Parts Managers/Service Managers
FROM: Subaru of America, Inc.
DEPARTMENT: Fixed Operations/Service
DATE: 02/19/19 (updated 4:00PM ET)

WUC-88 EPS Part Shipments

EPS racks and hardware kits to complete the repair of WUC-88 will begin shipping the first week of March with about half of the required parts to be available at that time. The balance will be received and shipped at a rate of 325/day until 100% completion.

IMPORTANT NOTE: All hardware kits and gear boxes will be force shipped together as one unit. The shipment of parts from the facing RDC will be based on the vehicle deliveries to the retailer, minus any vehicles with "Inspection Only" claims. This review process will be conducted twice a week.

To recap:

- All service parts will be sent directly to the retailer. There is no need for a retailer to enter any part orders.
- It is ***critical*** that claims for vehicles which have ***passed inspection*** be entered immediately to ensure the recall is marked completed. Please refer to Subaru Product/Campaign Bulletin WUC-88 for claim coding information.
- Replacement parts shipments are based on vehicle deliveries to the retailer minus any vehicles with "Inspection Only" claims. The "Inspection Only" claims will be used to verify the balance of remaining specific VINs in need of repair.

Please check RPM for firm delivery information. If you require additional information, contact the Parts Information Coordinators (PICs) Helpline or your DPSM.

Thank You.