



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations Department
Date: June 22, 2022
Re: **UPDATE- WRK-21 rental pre-authorization**

In February, we posted a Subarunet announcement to assist retailers with customer communications and rental as it relates to the WRK-21 CVT Chain Guide Breakage. At that time, we provided you with a pre-authorization process for customers expressing concerns about driving their vehicle with the open WRK-21 safety recall.

With the WRK-21 recall shifting into an Open- Limited Parts availability status on 7/5, retailers will have the tooling and PAK files needed to begin performing this recall prior to customer notification.

We will be sending all pre-authorizations back to the retailers. As you complete the WRK-21 recalls on these vehicles, please update the authorization with the following information:

- Attach the final rental bill(s) to the authorization. We should clearly be able to identify the date the customer was put into the rental and the date the customer returned the rental.
- The rental only labor operation should be removed from the existing pre-authorization and replaced with the appropriate labor operation for the recall repair performed.
- Add any parts used in the recall repair to the authorization
- Update the rental amount reflect the final rental amount.

Once this is done, please submit the authorization. Any authorization that does not include the information above will be sent back requesting the missing information. It is imperative that your authorizations are approved and promoted to your recall claim. Submission of a WRK-21 recall claim with the extended rental without the approved authorization, will cause your recall claim will error.

Should you have any questions, please contact the Claims Team at 866-782-2782.