



FIXED OPERATIONS

To: SDC, SNE EST, CEN, WST

Attn: Parts Managers, Parts Advisors (Counter persons)

From: Subaru of America, Inc. Fixed Operations Department

Date: January 7, 2014

Subject: Quarter 1, 2014 Parts Advisor Certification Training Requirement

PLEASE read all of these instructions prior to attending training:

The Qtr 1, 2014 training requirement is a new web based course; 2014 Hybrid XV.

All Parts Advisors will need to attend and pass the XV Hybrid Training Course to qualify for 2014 year end certification. Newly hired Advisors, or those having missed previously released courses will need to complete and pass all core certification courses to qualify for 2014 certification. Please see the bottom of this announcement for list of previously released core courses. Course completion information is available in the SMART learning management system.

The Quarter 1, 2014 required training:

W03-119FOC	2014 XV Crosstrek Hybrid New Product Module 1.1
W03-120FOC	2014 XV Crosstrek Hybrid New Product Module 1.2

To qualify for 2014 certification, all quarterly required Parts Advisor training must be completed and passed with score of 80 or better by 5pm EST, November 28th, 2014.

Core courses released in 2013:

Core Technology for Parts and Service

- W03-103FOC - Module 1.1 - Engine **Release Date: 3rd Quarter 2013**
- W03-104FOC - Module 1.2 - Transmission **Release Date: 3rd Quarter 2013**
- W03-105FOC - Module 1.3 - All-Wheel Drive **Release Date: 3rd Quarter 2013**
- W03-106FOC - Module 1.4 - Chassis **Release Date: 3rd Quarter 2013**
- W03-107FOC - Module 1.5 - Safety **Release Date: 3rd Quarter 2013**

Parts Professional Series

- W03-111POC - Module 1.1 - Company & Product **Release Date: 4th Quarter 2013**
- W03-112POC - Module 2.1 - Parts Information Sources **Release Date: 4th Quarter 2013**