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## FIXED OPERATIONS

To: SDC, SNE EST, CEN, WST

Attn: Service Managers, Service Advisors

From: Subaru of America, Inc. Fixed Operations

Date: January 7, 2014

Subject: Quarter 1, 2014 Service Advisor ASCENT and Certification Quarterly Training Requirement

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PLEASE read all of these instructions prior to attending training:

Required training for Qtr 1, 2014 is 3 updated, and 2 new, web-based courses. Service Advisors that have previously completed and passed the Service Professional Modules 4.1, 4.2 and 4.3 will not need to repeat the training in Quarter 1. Service Managers can verify past attendance by using the certification report (available 1/8/14) under the, "Reports" link on the left side of the Subarunet home page. All Service Advisors will need to attend and pass the XV Hybrid Training Course and any previously released core training requirements to qualify for ASCENT as well as Certification.

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                                       |
| W04-087SOC  | Service Professional Module 4 - Communication - Module 4.1 - Appointment & Drop-Off   |
| W04-088SOC  | Service Professional Module 4 - Communication - Module 4.2 - Walk Around and Write Up |

|            |  |
|------------|--|
| W04-089SOC | Service Professional Module 4 - Communication - Module 4.3 - Repair & QC/Vehicle Pick Up |
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Training must be completed and passed with score of 80 or better by 5pm EST, February 28th, 2014.

List of previously released core training requirements:

|         |                         |   |
|---------|-------------------------|---|
|         | Core Tech Parts Service | Core Technology for Parts & Service (curriculum – 5 modules listed below) |
| Q3- '13 | W03-103FOC              | Core Technology for Parts & Service - Module 1.1 - Engine                 |
| Q3- '13 | W03-104FOC              | Core Technology for Parts & Service - Module 1.2 - Transmission           |
| Q3- '13 | W03-105FOC              | Core Technology for Parts & Service - Module 1.3 - AWD                    |
| Q3- '13 | W03-106FOC              | Core Technology for parts & Service - Module 1.4 - Chassis                |
| Q3- '13 | W03-107FOC              | Core Technology for parts & Service - Module 1.5 - Safety                 |
| Q4- '13 | W03-108SOC              | Service Professional Module 1 - Module 1.1 - Company & Product            |
| Q4- '13 | W01-109SOC              | Service Professional Module 1 - Module 1.2 - Service Advisor Basics       |
| Q4- '13 | W01-086SOC              | Lemon Law and Breach of Warranty  |