



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

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