

SPECIAL EDITION

01 SUBARU NATIONAL TECHNICIAN COMPETITION SELECTION ANNOUNCEMENT



The SOA Technical Training Department is pleased to announce we have officially begun the Technician selection process for the 2020 U.S. National Technician Competition. The purpose of the competition will be to select the Technician who will best represent Subaru of America, Inc. in Japan for the 2021 Subaru World Technical Competition.

The goal of the competition is to create a competitive environment that motivates Technicians to increase their knowledge and skill levels. Ultimately, everyone benefits from this experience. Technicians increase their confidence and skill levels and retailers benefit from improved customer satisfaction.

The first part of the selection process is a Pre-Selection test that will be administered through SKILS. Technicians participating in the test will be given 1 hour to complete and submit 40 questions. Only Specialist, Master and Senior-Master Technicians are eligible for the Pre-Selection test. When the test is made available in SKILS, eligible Technicians (with a valid email in their profile) will automatically receive an email notification stating the test has been assigned. **NOTE:** No action is needed to register for the test. Technicians not automatically enrolled are not eligible. The Pre-Selection test will only be open for two weeks beginning March 18th.



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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

The Subaru TechTIPS newsletter is intended for use by professional Technicians ONLY. Articles are written to inform those Technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained Technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that your vehicle has or will have that condition. Impreza, Legacy, Justy, Loyale, Outback, Forester, Subaru SVX, WRX, WRX STI, Baja, Tribeca, BRZ, XV Crosstrek, Ascent, Crosstrek Hybrid and "Quality Driven" are Registered Trademarks.

SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.



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Technicians should consider the following before attempting the test:

1. If you have previously competed in the U.S. National Technician Competition you are not eligible to compete again.
2. You must obtain permission and support from your retailer to compete in both the Subaru World Technical Competition and the U.S. National Technician Competition. Please speak with your management team to discuss this.
3. You must be willing and able to travel to Japan to compete in the Subaru World Technical Competition. Travel restrictions may apply. Please visit these websites for further details:
 - a. <https://travel.state.gov/content/travel/en/international-travel/International-Travel-Country-Information-Pages/Japan.html>
 - b. <http://www.immi-moj.go.jp/english/hourei/index.html>
 - c. <http://www.immi-moj.go.jp/english/newimmiact/pdf/RefugeeRecognitionAct01.pdf>
(Specifically, Page 4, Section 2, Article 5 (1) (iv) – at the bottom of page 4)
4. You must currently possess or be able to obtain a valid Passport in advance of the 2021 Subaru World Technical Competition in Japan.
5. You must plan to remain employed with your current retailer at the time of the 2021 Subaru World Technical Competition.



Technicians will have one opportunity to complete the test. Technicians should not begin until ready. We recommend the Technician is in a comfortable location with a stable internet connection and free of distractions. If for some reason the internet connection is lost during the test, the session and test will end. After the two-week testing period ends, the top 10% of scorers will be presented to Zone Directors along with ASE, FRFT and QMR information to be considered for selection as Zone Champion.

Subaru of America is proud to host this event and honored to provide recognition for the dedication, talent and professionalism found in all Subaru Technicians.

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PROGRAM DETAILS

- Subaru of America, Inc. reserves the right to cancel or amend this program at any time. All determinations are final.
- A Subaru Service Technician designation does NOT include retailer employees having multiple or separate titles including but not limited to: Retailer Principal, General Manager, Sales Manager, F/I Manager, Service Manager, Parts Manager, Shop Foreman, Dispatcher, Service Advisor, Warranty Administrator, Salesperson, or other titles.
- To receive any award(s), qualifying Subaru Service Technicians must be actively employed by an active Subaru retailer throughout the program period and at the time any award(s) is / are claimed.
- It is the responsibility of the Retailer to make all decisions regarding the employment status and to inform SOA, SDC or SNE of any changes in that status. SOA, SDC and SNE shall not be responsible for any errors or omissions in the Retailer's reporting of the employment status of Subaru Service Technicians.
- No awards will be distributed to a Subaru Service Technician not meeting all of the program requirements.
- Awards must be redeemed by the individual Subaru Service Technician who earned the award. Awards are non-transferable and cannot be exchanged or substituted in any way.
- All prize winners are responsible for any and all associated taxes on their winnings. Consult with your personal tax advisor for specifics.
- If you have any questions regarding the program, please contact your local FSE.