

SPECIAL EDITION

Dear Subaru Team,

The SOA Technical Training Department is pleased to host the **2021 American National Technician Competition** to be held on **October 4-7**, at **SOA headquarters, in Camden New Jersey**. The objective of the competition is to select the Technician who will best represent the United States at the 2022 Subaru World Technical Competition in Japan.

The event will provide a lively and competitive learning environment with the goal of motivating Technicians to demonstrate their knowledge and increase their skills. Ultimately, everyone benefits from this experience. Technicians increase their confidence and skill levels and retailers benefit from improved customer satisfaction and fixed right-first time scores.

Selection Process:

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 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 be available soon and an additional email will be sent prior to the launch.

Interested Technicians should consider the following before attempting the test:

1. If a Technician has previously competed in the American National Technician Competition, they are not eligible to compete again. Technicians who were selected as 2020 Zone Champions are still eligible due to last year's cancellation, but are still required to complete the selection process.
2. The Technician must obtain permission and support from their retailer to compete in both the Subaru World Technical Competition, in Japan and the American National Technician Competition in Camden, NJ. Please speak with your management team to discuss this.

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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 and "Quality Driven" are Registered Trademarks.

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3. The Technician must be willing and able to travel to Japan to compete in the Subaru World Technical Competition, scheduled for late 2022. 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. The Technician must currently possess or be able to obtain a valid passport in advance of the 2022 Subaru World Technical Competition in Japan.
5. The Technician must plan to remain employed with your current retailer at the time of the 2022 Subaru World Technical Competition.

Technicians will have only one opportunity to complete the test. Technicians should not begin the test until ready and able to complete it in one sitting. **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 your Zone Director. Zone Directors will be asked to consider input from field personnel, FSE, FSTM, etc. They will also consider ASE, QMR information, and FRFT scores, before choosing the Technician to represent that zone. **The Zone Director will be expected to submit their candidates' name no later than Wednesday April, 28th 2021.** We will continue to release details of the event as they are finalized.

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

Sincerely,

Peter Tenn

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