



SUBARU

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To: All Subaru Retailers
From: Subaru of America, Inc. – Service Department
Date: November 16, 2022
Subject: ***WRK-21 Videoscope Service / Replacement Procedure Change***

This communication announces a new procedure for retailers to follow in the event their WRK-21 videoscope requires service or replacement.

EFFECTIVE IMMEDIATELY, all WRK-21 Videoscope service requests will be handled through the Bosch S2C Customer Portal directly. The previous procedure of contacting the DSQM and shipping the damaged scope kit to SOA in Camden, NJ has been discontinued.

The hyperlink provided below will outline the procedure and includes easy to follow screen shots.

[Bosch Product Service Process](#)

PLEASE DO NOT ship any Videoscopes to SOA Headquarters for service or replacement.

Contact Subaru Service Operations with any additional questions at: serviceoperations@subaru.com.