

RQ15-001

SUBARU

5/22/2015

DISC 2

QUESTION NO 6

AND

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SUBARU

5/22/2015

QUESTION NO 6

DISC 2

Customer Concern_No Repair
Made Failure Code Chart

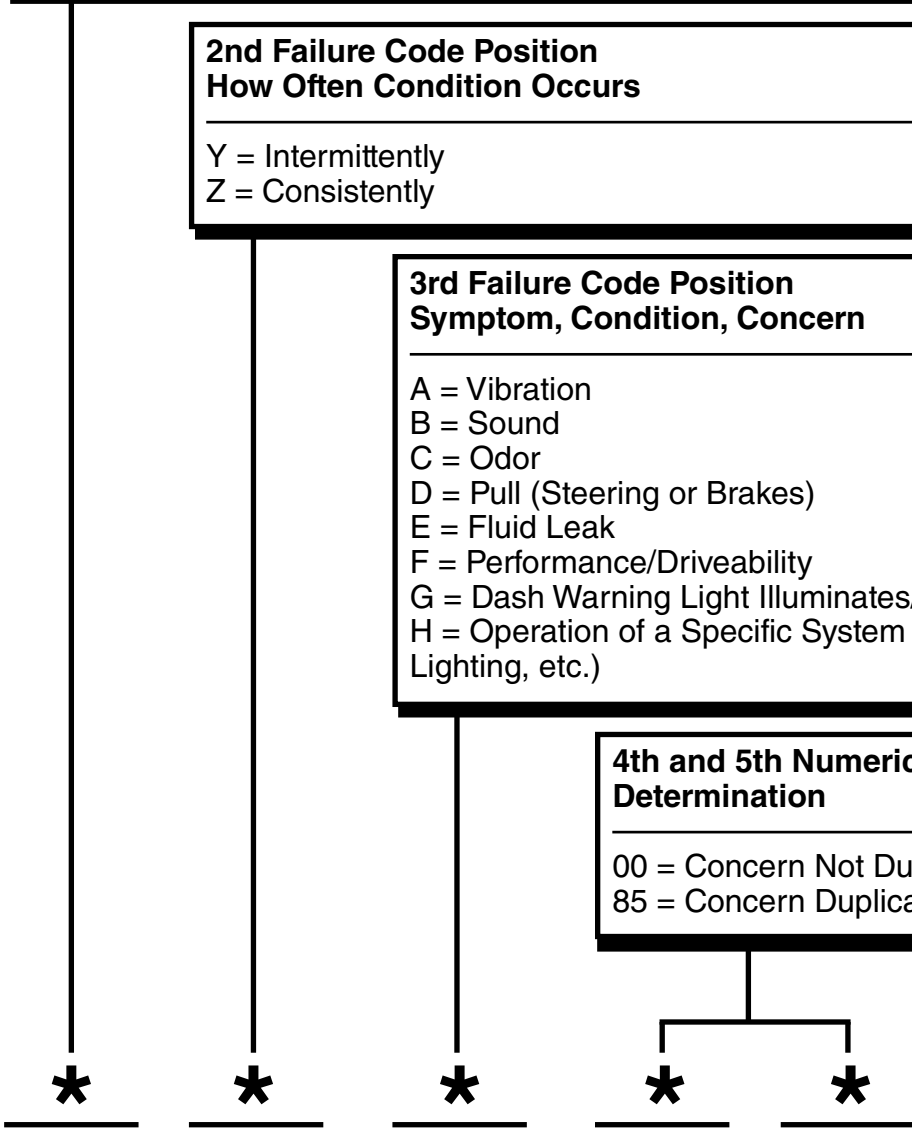
CUSTOMER CONCERN - NO REPAIR MADE FAILURE CODE CHART

1st Failure Code Position Specific Vehicle Location	(If Specific Location Unknown)
B = Engine	G = Interior
E = Exhaust	I = Under Hood
K = Fuel and Emissions	J = Under Vehicle
T = Transaxle/Drive Line Components	L = Rear Cargo Area/Trunk
Q = Brakes	M = Entire Vehicle
X = Steering/Suspension	N = Front Vehicle
S = Heating/Ventilation	R = Center Vehicle
F = Air Conditioner	O = Rear Vehicle
U = Electrical	
W = Body Exterior Component	
Y = Body Interior Component	
Z = Accessory	

2nd Failure Code Position How Often Condition Occurs
Y = Intermittently
Z = Consistently

3rd Failure Code Position Symptom, Condition, Concern
A = Vibration
B = Sound
C = Odor
D = Pull (Steering or Brakes)
E = Fluid Leak
F = Performance/Driveability
G = Dash Warning Light Illuminates/Gauge Inaccurate
H = Operation of a Specific System (A/C, Audio System, Lighting, etc.)

4th and 5th Numeric Position Determination
00 = Concern Not Duplicated
85 = Concern Duplicated - Operating as Designed



Use Labor Operation Number A100-009

CUSTOMER CONCERN - NO REPAIR MADE POLICY GUIDELINES AND PROCEDURES

The following policy guidelines and procedures apply when dealer labor reimbursement is requested on a warranty claim for a "Customer concern with No Repair Made:"

- **"Customer concern - No Repair Made"** - Applies when a customer expresses specific concern about the operation of their vehicle, and upon inspection, it is determined no problem is found or the condition described is confirmed to be a normal operating characteristic.
- **Coverage Period** - "Customer concern - No Repair Made" only applies during the Basic New Car Warranty Period - 3 years or 36,000 miles, whichever comes first.
- **Technician Qualifications** - The technician inspecting the vehicle is required to be properly trained by SOA in the specific area being diagnosed. Example: The customer's concern is proper transmission operation. The technician inspecting the vehicle must be trained in transmission repair.
- **Comments** - All claims submitted require the "Comment Field" to be completed with the customer's complaint and the technician's comments.
- **Dealer Service Manager Approval** - All warranty claims and QM Rs submitted for "Customer concern - No Repair Made" must be reviewed, approved, and signed by the dealer's service manager to confirm the technician's qualifications and the validity of the claim.
- **Other Related Repairs** - Claims for "Customer concern - No Repair Made" inspection should not be submitted when a related repair is performed during the same service visit.
- **Time Allowance** - Actual straight time may be claimed ranging from 0.1 to 1.0 hour.
- **Time Clock Punches** - All claims must have actual time clock punches to indicate the starting (on) and ending (off) time. SOA Policy -The "Customer concern - No Repair Made" policy is a privilege provided to dealers by SOA. Warranty claims will be accepted provided policy guidelines and procedures are complied with. Any dealer that fails to comply with these policy guidelines and procedures will have all affected claims denied and this privilege revoked.

WARRANTY CLAIM SUBMISSION

- **Labor Operation** - All warranty claims submitted for "Customer concern - No Repair Made" should use labor operation number A 100 - 009. No other labor operation numbers should be used.
- **Parts** - Part replacement is limited to replacement of fluids consumed during diagnostic procedures.
- **Failure Code Selection** - Using the chart found on the previous page, select the failure code as follows:
 1. If the technician confirms the customer's concern and it is considered to be a normal operating characteristic, the alpha code which best describes the condition should be used. The numeric code should be **"85"** - "concern duplicated - normal operation."
 2. If the technician is unable to confirm the condition, select the alpha code which best depicts the customer's actual description of the concern. The numeric code should be **"00"** - "Concern Not Duplicated."

Example: The customer indicates a clicking sound is sometimes heard under the hood when the vehicle is stopped at a traffic signal and the air conditioner is turned on. The technician inspects the vehicle and confirms the sound described by the customer is the air conditioning compressor cycling on and off. This is normal operation. The failure code would be **FYH 85**.

Note: Only failure codes derived from this chart are to be used.

- **Comments** - All claims submitted for "Customer concern - No Repair Made" require customer and technician comments in the comment field. Claims submitted with no comments are subject to debit.

* This claim type is not applicable to in-stock vehicles.

REPAIR ORDER

- **Repair Order** - If the technician is unable to duplicate the conditions) communicated to the Service Advisor, the following should be written on the R/O, including the customer's copy:

"Could not duplicate condition, as described by customer; no repair made."

If the vehicle is test-driven to attempt duplication of the symptoms, the following should also be written:

"Test drove vehicle with Mr. Jones from (odometer reading) to (odometer reading)."

If the technician is able to duplicate the customer's concern and determines that it is normal operation, the following should be written on the R/O, including the customer's copy:

"Verified customer's concern, Normal Operation."

EFFECTIVE NOVEMBER 07, 2014

RQ15-001

SUBARU

5/22/2015

QUESTION NO 6

DISC 2

GUAM 2012 Subaru Warranty
and Maintenance Booklet

2012 Warranty and Maintenance Booklet

Valid only in Guam

SUBARU

VEHICLE INFORMATION

1

Model _____ Year _____

Chassis No. _____

Engine No. _____

Name of Owner _____

Address _____

*These warranties are made by
Prestige Automobiles and only valid in
Guam, Marianas & Micronesia for SUBARU
vehicle sold by Prestige Automobiles.*

DEALER STAMP

Prestige Automobiles
491 East Marine Drive
Dededo, Guam 96929-6225
Phone: (671) 633-2698

New Vehicle Warranty:

Prestige Automobiles - GUAM warrants to the first purchaser and each subsequent purchaser of the 2013 U.S. specification vehicles imported by Prestige Automobiles - GUAM to be free of defects in material and workmanship.

Warranty Period (Valid only in GUAM):

The warranty period is three (3) years (from the date of registration or when the vehicle was put into service) or 36,000 miles, whichever occurs first.

Warranty Coverage:

Upon discovery of any defects, Prestige Automobiles - GUAM must be notified without delay.

This warranty does NOT APPLY to the following:

- (1) Service routine or maintenance as on the charts. The owner of vehicle must service/maintains the vehicles as recommended in the chart under your own expenses.
- (2) Wear & tear parts, the parts that get worn during the use of vehicle such as: brake pads/shoes, brake rotors/drums, spark plugs, air filters, fuel filters (and all other filters), wiper rubber, belts, light bulb, lubricants, fluids, coolant, freon, tires.
- (3) Defect or damage caused by failure to maintains the vehicle properly as recommended in the maintenance charts.
- (4) Modification of the vehicle or installation of any non-original accessories or components to the vehicle.
- (5) Repair or modification or installation of any component done by outside workshop other than Prestige Automobiles - GUAM, will void the warranty of the vehicle.
- (6) If the vehicle has been used in any racing or competition event.
- (7) Damage which results from negligence, improper operation, accident, flood/typhoon, contaminated fuel, "hydrolock" (water goes into the cylinder, caused engine damage).
- (8) Normal deterioration on the appearance such as fading by age, scratches, peeling, that doesn't effect the functionality of the components.

Rust Perforation Limited Warranty:

Rust Perforation Coverage is five (5) years, regardless of mileage.

Subject to the exclusions listed in this warranty, defective original body sheet metal panels that are rusted completely through from the inside out (perforated by corrosion) will be repaired or, at the option of Prestige Automobiles replaced without charge.

The following items are not cover:

- (1) rusting of the outside of the underbody (floor pan) or any other part of the vehicle except body panels;
- (2) rust as a result of damage to paint caused by road hazards such as stones or other debris;
- (3) rust caused by sand, mud, salt, submergence of a body panel in water, exposure to industrial fallout, chemical fallout, or other causes beyond the control of Prestige Automobiles.
- (4) body panel rust caused by lack of maintenance, by abuse, or damage to the vehicle.

Rust Perforation Coverage applies to perforation due to corrosion only. Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint, is not covered under warranty.

In addition, Prestige Automobiles reserve the right to decide whether painting the repair or replaced panel to match the original finish is feasible. Prestige Automobiles will not, under any circumstances, pay for painting the entire vehicle to match paint color.

Your maintenance responsibilities:

It is your responsibility to have all schedule inspection and maintenance services performed at the time and mileages recommended at the back of this booklet and to retain proof that inspection and maintenance services are performed when recommended.

You are also responsible for checking such items as fluid level and tire pressures regularly

Inspection and maintenance services are not cover under the warranty, so that you will be charge on your own expenses.

Inspection and maintenance services must be done as recommended to keep the warranty valid to your vehicle.

Maintaining your vehicle's finish:

The best way to preserve your vehicle's finish and aid in avoiding rust is to keep the vehicle clean by washing frequently. Wash vehicle only with cold water and do not wash the vehicle in the direct sun. Any cleaning agents used should be washed off promptly and not allowed to dry on the finish.

Any stone chips, fractures or deep scratches in the finish should be repaired promptly. Bare metal will corrode quickly and can develop into major repair expense. Minor chips and scratches can be repaired with touch-up materials available from SUBARU.

Maintenance:

Vehicle maintenances is an important factor for proper vehicle operation. The vehicle's driver should ensure that the fluid levels (engine oil, coolant, etc.) are checked frequently and the services are done properly as in the service charts in this booklet.

INSPECTION AND MAINTENANCE SERVICES CHART

MAINTENANCE ITEM	MAINTENANCE INTERVAL (Number of months or km (miles). Whichever occurs first)																			REMARKS
	Months	3.0	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120		
	x 1,000 km	4.8	12.0	24	36.0	48	60.0	72	84.0	96	108.0	120	132.0	144	156.0	168	180.0	192		
x 1,000 miles	3.0	7.5	15	22.5	30	37.5	45	52.5	60	67.5	75	82.5	90	97.5	105	112.5	120			
1 Drive belt(s) [Except camshaft]						I				I					I		R			
2 Camshaft drive belt [Except 3.0L]						I				I					I		R			
3 Engine oil (Only 3.0L)	(R)	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	
4 Engine oil filter (Only 3.0L)	(R)	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	
5 Replace engine coolant and inspect cooling system, hoses and connections						P				P					P				P	
6 Fuel system, lines and connections										(I)									(I)	
7 Fuel Filter										(I)									I	
All except Legacy, Outback, B9 Tribeca										R									R	
8 Air cleaner element						R				R					R				R	
9 Spark plugs																			R	
3.0L & Turbo										R									R	
All Others						R				R					R				R	
10 Transmission/Diff. (Front & Rear) lubricants (Gear oil)						I				I					I				I	
11 Automatic transmission fluid						I				I					I				I	
12 Brake fluid						R				R					R				R	
13 Disc brake pads and discs, Front and rear axle boots and axle shaft joint portions			I		I		I		I		I		I		I		I		I	
14 Brake linings and drums						I				I					I				I	
15 Inspect brake lines and check operation of parking and service brake system			P		P		P		P		P		P		P		P		P	
16 Clutch operation			I		I		I		I		I		I		I		I		I	
17 Steering and suspension			I		I		I		I		I		I		I		I		I	
18 Front and rear wheel bearing lubricant										(I)					(I)				(I)	
19 Supplemental restraint system	Inspection every 10 years																			
20 Rotate and Inspect Tires		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
21 A/C Filter	Inspection every 12 Months or 7,500 miles (12000km)																			

R=Replace. I=Inspect, correct or replace if necessary. P=Perform. (I) or (R) Recommended service for safe vehicle Operation.

1. When the vehicle is used under severe driving conditions, ** the engine oil and filter should be changed every 3,750 miles (6,000 km) or 3¼ months.
 2. When the vehicle is used in extremely cold or hot weather areas, contamination of the filter may occur and filter replacement should be performed more often.
 3. When the vehicle is frequently operated under severe driving conditions, replacement should be performed every 15,000 miles (24,000 km).
 4. When the vehicle is frequently operated under severe driving conditions, replacement should be performed every 15,000 miles (24,000 km).
 5. When the vehicle is used in high humidity areas or in mountainous areas, change the brake fluid every 15,000 miles (24,000 km) or 15 months, whichever occurs first.
 6. When the vehicle is used under severe driving conditions, ** inspection should be performed every 7,500 miles (12,000 km) or 7½ months, whichever occurs first.
 7. This inspection is not required to maintain emission warranty eligibility and it does not affect the manufacturer's obligations under EPA's in-use compliance program.
 8. When the vehicle is used in extremely dusty conditions, the air cleaner element should be replaced more often.
 9. The ATF filter is a maintenance free part. The ATF filter needs replacement only when it has physical damage or if the ATF has leaked.
 10. A tire should be replaced when the tread wear indicator appears as a solid band across the tread; this occurs when the remaining tread has worn to 0.063 inches (1.6mm) or less.
 11. Periodic inspection and replacement of the camshaft drive chains on the 3.0 Liter models are not required.
 12. To prevent cooling system leaks, always add Genuine Subaru Cooling system Conditioner whenever the coolant is replaced.
 13. If equipped with the A/C Filter.
- **Examples of severe driving conditions:**
- a. Repeated short distance driving. (Items 3, 13 and 14 only)
 - b. Driving on rough and/or muddy roads. (Items 13, 14 and 17 only)
 - c. Driving in dusty conditions.
 - d. Driving in extremely cold weather. (Items 3 and 17 only)
 - e. Driving in areas where road salts or other corrosive materials are used. (Items 6, 13, 14, 15 and 17 only)
 - f. Living in coastal areas. (Items 6, 13, 14, 15 and 17 only)
 - g. Towing a trailer. (Items 3, 4, 10, 11, 13 and 14 only)

RECORD OF INSPECTION AND MAINTENANCE

7

Inspection	Date of Inspection	Actual Mileage	Dealer Name	Author. Signature
3,000 miles/3 months Oil Change (Only 6 cyl. - 3.0L)				
7,500 or 7.5 months				
15,000 miles or 15 months				
22,500 miles or 22.5 months				
30,000 miles or 30 months				
37,500 miles or 37.5 months				
45,000 miles or 45 months				
52,500 miles or 52.5 months				
60,000 miles or 60 months				

Inspection	Date of Inspection	Actual Mileage	Dealer Name	Author. Signature
67,500 miles or 67.5 months				
75,000 miles or 75 months				
82,500 miles or 82.5 months				
90,000 miles or 90 months				
97,500 miles or 97.5 months				
105,000 miles or 105 months				
112,500 miles or 112.5 months				
120,000 miles or 120 months				

RQ15-001

SUBARU

5/22/2015

QUESTION NO 6

DISC 2

PUERTO RICO 2012 Subaru
Warranty and Maintenance
Booklet

WARRANTY AND MAINTENANCE BOOKLET

SUBARU

**TREBOL MOTORS DISTRIBUTOR CORPORATION
PUERTO RICO**

IMPORTANT INFORMATION

Delivered to: Owner's Name: _____

Address: _____

Telephone: _____ - _____ - _____ Warranty Start Date $\frac{\quad}{M} \frac{\quad}{M} \frac{\quad}{D} \frac{\quad}{D} \frac{\quad}{Y} \frac{\quad}{Y}$

Delivered by: authorized Subaru dealer: _____

Vehicle Identification Number (VIN): _____

This Warranty and Maintenance Booklet applies to the model year indicated in the cover of this manual and should remain in your car at all times, together with the invoices and copies of jobs or repairs performed to this vehicle as they may be required as reference in future warranty repairs. In case this vehicle changes ownership, all documents concerning repairs and services should be given to the new owner. Make sure to have your authorized Subaru dealer validate the maintenance record in this booklet once maintenance service has been provided.

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INTRODUCTION

QUALITY - SAFETY - DURABILITY – VALUE FOR MONEY






These are key words that are today synonymous with your new Subaru. We thank you for having deposited your trust in us, your Subaru family, when making such an important acquisition.

Your Subaru has been designed and built to offer you a long life and excellent service with a minimum of maintenance. The warranty detailed in this booklet has been created to offer you the best protection for your investment, and shows our trust in our product, and our commitment to you, our customer. We urge you to read in detail this booklet, reviewing not only your responsibilities as the owner, but also those of **Trebol Motors Distributor Corporation (“Trebol”)**, as distributor, and its authorized Subaru dealers, under the terms of this warranty.

In addition, your Owner’s Manual clearly explains the functions, instructions and details of comfort of your new Subaru. We recommend that both you and whoever regularly uses your Subaru read this booklet carefully.

Trebol Motors Distributor Corporation
P.O. Box 11204
San Juan, PR 00910
Tel. (787)-793-2828 Fax (787)-793-2978
Web – www.trebolmotors.com

REFERENCE TABLE – 2012 NEW CAR WARRANTIES

	YEARS								
	0	1	2	3	4	5	6	7	8
GENUINE REPLACEMENT PARTS & ACCESSORIES LIM. WARRANTY	 1 year/unlimited mileage								
NEW CAR LIMITED WARRANTY	 3 years/36,000 miles								
POWERTRAIN LIMITED WARRANTY	 5 years/60,000 miles								
FEDERAL EMISSIONS DEFECT WARRANTY	 2 years/24,000 miles; 8 years/80,000 miles (converter, control module, OBD)								
RUST PERFORATION LIMITED WARRANTY	 5 years/unlimited miles								

SUBARU NEW CAR LIMITED WARRANTY

WHAT IS COVERED

Trebol extends to all new Subaru vehicles, imported and sold by Trebol or its authorized Subaru dealers, a limited new car warranty that covers repairs needed to correct defects in material or workmanship reported during the applicable warranty period, and which occur under normal use. Such repairs will be done during normal working hours, and in the case a part needs to be replaced, it will be done only using new or reconstructed genuine Subaru parts.

WARRANTY PERIOD

The warranty period of the new car limited warranty is **three (3) years or thirty-six thousand (36,000) miles**, whichever occurs first. Warranty coverage begins on the date the car is delivered to the first retail purchaser or on the date the car was first placed in service as a demonstrator or company car, whichever came first.

SEE “TERMS OF ALL WARRANTIES” FOR MORE INFORMATION

WARRANTY OUTSIDE OF PUERTO RICO

This warranty is not valid if you transport or register your car outside Puerto Rico.

DETAIL OF REPAIRS AND PARTS COVERED UNDER THE WARRANTY

The Subaru new car limited warranty issued by Trebol covers the following parts, accessories and repairs:

1) Engine, including all its external and internal parts, installed by the manufacturer of this vehicle;

EXCEPT, all workmanship or parts that are part of the normal maintenance service, such as engine tune-up, clearing of the feeding system, or parts that are required to be changed periodically, such as spark plugs, filters, belts, etc.

2) Transmission, including the gearbox and all other internal parts, front differential and torque converter;

EXCEPT, all workmanship or parts that are part of the normal maintenance service, such as oil change, removal of sediments, or parts that are required to be changed periodically, such as oil filters, retainers and clutches.

3) The body of the vehicle. (See the Rust Perforation Limited Warranty)

4) Electrical systems, including the battery;

EXCEPT bulbs, fuses and other parts that are required to be changed periodically.

5) Electrical systems, including the battery.

6) Differential, universal joint, and rear and front axles and their joints.

EXCEPT, front and rear axle boots.

7) Rear and front suspension systems;

EXCEPT, normal maintenance services, such as alignment and wheel balancing.

8) Steering system;

9) Brake system, including ABS;

EXCEPT, all workmanship or parts that are part of the normal maintenance service, such as brake adjustment and parts that are required to be changed periodically, such as brake pads or drums, brake discs, brake fluid, etc.

9) All genuine Subaru accessories installed in the factory or by TREBOL or its authorized Subaru dealer before the sale.

10) Paint;

EXCEPT, when the defect is caused by normal wear due to use and exposure to the natural elements and environmental contaminants.

11) Trims and upholsteries;

EXCEPT, for normal wear and tear.

SUBARU POWERTRAIN LIMITED WARRANTY

TREBOL extends to all new Subaru vehicles, imported and sold by TREBOL or its authorized Subaru dealers in Puerto Rico, a warranty that covers repairs needed to correct defects in material or workmanship of powertrain parts as detailed below, reported during the applicable warranty period, and which occur under normal use. In the case a part needs to be replaced, it will be done only using new or reconstructed genuine Subaru parts.

The warranty period of the powertrain limited warranty is **five (5) years or sixty thousand (60,000) miles**, whichever occurs first. Warranty coverage begins on the date the car is delivered to the first retail purchaser or on the date the car was first placed in service as a demonstrator or company car, whichever came first. Warranty coverage includes exclusively the following parts and corresponding labor:

Engine - Engine block and all internal parts, cylinder heads and valve trains, oil pump, oil pan, timing belts or gears and covers, water pump, flywheel, intake and exhaust manifolds, and oil seals and gaskets.

Transaxle/Transmission and Differential – Transaxle/transmission case and internal parts, torque converter, electronic transmission control unit, seals and gaskets, axle shafts and constant velocity joints (except boots)*, propeller shaft, and wheel bearings. *Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material, is not coverable under warranty.

SEE “TERMS OF ALL WARRANTIES” FOR MORE INFORMATION

SEAT BELT LIFETIME LIMITED WARRANTY

TREBOL warrants that seat belts and related components which fail to function properly during normal use, installed in a Subaru, imported and sold by TREBOL or its authorized Subaru dealers in Puerto Rico, will be repaired free-of-charge during the useful life of the vehicle.

This warranty does not apply to cosmetic appearance, such as color fading, when the seat belts function properly. Coverage also excludes any electrical related components or body anchor points.

SEE “TERMS OF ALL WARRANTIES” FOR MORE INFORMATION.

¡BUCKLE UP! IT’S A MATTER OF LIFE

TREBOL advises you and all adults traveling with you to use the seatbelts and protect children by sitting them in child seats or boosters, depending on age, weight and height, in the rear seat. . Airbags are supplemental. **¡Please buckle up!**

GENUINE PARTS AND ACCESSORIES LIMITED WARRANTY

TREBOL warrants to the retail purchaser of each new genuine Subaru replacement part or accessory, that such part or accessory will be free from defects in material or workmanship. TREBOL will exchange or repair (at TREBOL's option) any defective genuine Subaru part or accessory, so long as it was purchased in an authorized Subaru dealer.

The warranty period is **one (1) year, unlimited mileage**, beginning with the date the part or accessory was purchased. To claim this warranty you need to present to an authorized Subaru dealer proof of purchase (valid sales ticket or repair order). Only in the case the part or accessory was originally installed by an authorized Subaru dealer will the labor of removal and replacement also be covered by this warranty.

If a genuine Subaru accessory is purchased and installed by an authorized Subaru dealer as part of your new car purchase, the warranty period is **three (3) years/ thirty-six (36.000) miles**, whichever comes first. The warranty period will start and run concurrently with the New Car Limited Warranty.

This warranty does not cover the following:

- 1) Labor for removal and replacement of a defective part or accessory sold, **but not installed**, by an authorized Subaru dealer.
- 2) Parts or accessories not sold by an authorized Subaru dealer, and supplied or approved by TREBOL.
- 3) See "TERMS OF ALL WARRANTIES" for more information.

OBLIGATION TO PROVIDE TRANSPORTATION

If the time of repair of your Subaru exceeds **five (5) labor days**, with the exception that the delay is due to an unforeseen circumstances or force majeure, you will be provided a similar motor vehicle to the one left in the workshop by the Subaru authorized dealer that sold you the vehicle and TREBOL.

A similar motor vehicle is defined as a vehicle in good mechanical and safety state that coincides with the customer's vehicle in cleanliness and type of transmission. It will also have radio and air conditioner, if these are present in the vehicle left in the workshop.

If the Subaru authorized dealer and TREBOL do not have a similar vehicle available, a rental vehicle will be paid for.

The above mentioned obligation is only valid during the first **three (3) years/ thirty-six (36.000) miles**, whichever comes first, according to Article 19 of DACO's Vehicle Warranty Rules Booklet.

OWNER'S OBLIGATIONS

According to Article 9 of DACO's Vehicle Warranty Rules Booklet, all consumers must comply with the conditions and legal and legitimate requirements specified in the vehicle's warranty manual in order to be able to make warranty claims. It is your responsibility to have all scheduled inspection and maintenance services performed at the times and mileages recommended at the back of this manual and check such items as fluid levels and tire pressures regularly.

FEDERAL EMISSION DEFECT AND PERFORMANCE WARRANTIES

WHAT IS COVERED

TREBOL warrants to the owner of the Subaru vehicle identified on the inside front cover of this Warranty and Maintenance Booklet (the “car”) that the car (1) was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the U.S. Environmental Protection Agency (EPA), including section 207(a) of the Clean Air Act (CAA), and (2) is free from defects in materials and workmanship which cause it to fail to conform with those regulations.

EMISSIONS PERFORMANCE WARRANTY

If within the first **two (2) years/ twenty-four thousand (24,000) miles**, whichever comes first, your car fails an emissions test approved by EPA, and the failure to conform results in the owner of the car having to bear a penalty, TREBOL will remedy the nonconformity at no charge to the owner of the vehicle.

EMISSIONS DEFECT WARRANTY

If within the first **three (3) years/ thirty-six thousand (36,000) miles**, whichever comes first, any emission control part fails, it will be repaired or, at the option of TREBOL, replaced with a new or remanufactured part without charge to you for labor and materials. The emission control parts covered are detailed below. This warranty is extended to a period of **eight (8) years/ eighty thousand (80,000) miles**, whichever occurs first, in the specific case of the catalytic converter, electronic emissions control unit and OBD (Onboard Diagnostic System).

The warranty period shall begin on the date the car is delivered to the first retail purchaser.

COVERED PARTS AND REPAIRS

2 years/24,000 miles - oxygen sensor, thermal reactor, dual-walled exhaust pipe, EGR valve, thermal vacuum switch, EGR solenoid, EGR spacer plate, EGR backpressure transducer, sensor and switches used to control EGR flow, purge valve, fuel filler cap, purge solenoid, vapor storage canister and filter, PCV valve, PCV solenoid, air pump, diverter, bypass, or gulp valve, reed valve, anti-backfire or deceleration valve, EFE valve, thermal vacuum switch, heat riser valve, electronic control module (unit) or EFI air flow meter, computer command module or mixture control unit, deceleration controls, electronic choke, fuel injectors, fuel injection units and fuel altitude compensator sensor, bars or rails for EFI or TBI systems, mixture settings on sealed fuel mixture control solenoid, diaphragm or other systems, fuel metering components that achieve closed/other feedback control sensors/loop operation switches and valves thermostatically controlled air cleaner, air box, electronic spark advance timing advance/retard systems, high energy electronic ignition and miscellaneous parts: hoses, gaskets, brackets, clamps and other accessories used in the above systems. Related parts: Fuel distributor, turbocharger, intake manifold, exhaust manifold, distributor, spark plugs, ignition wires and coil.

8 years/80,000 miles – Catalytic converter, electronic emissions control unit or computer, and the onboard emissions diagnostic device or computer.

SEE “TERMS OF ALL WARRANTIES” FOR MORE INFORMATION.

OWNER'S OPTIONS

It is recommended that any part used to repair or maintain the emission control devices be genuine Subaru new or remanufactured parts. Use of replacement parts not equivalent to Subaru quality may impair the effectiveness of emission control systems. You may elect to have maintenance, repair, or replacement of the emission control devices and systems performed by any automotive repair establishment or individual. You may also elect to use parts other than genuine Subaru new or remanufactured parts, without invalidating this warranty unless the use of such non-genuine replacement parts cause damage to the parts covered in this warranty. The cost of such service or parts, however, will not be covered under the warranty.

SEE "TERMS OF ALL WARRANTIES" FOR MORE INFORMATION.

For more information you can contact:

Compliance and Innovative Strategies Division
Warranty Claims
U.S. Environmental Protection Agency
2000 Traverwood Drive
Ann Arbor, MI 48105

RUST PERFORATION LIMITED WARRANTY

WHAT IS COVERED AND WARRANTY PERIOD

TREBOL warrants that the original painted body sheet metal panels of your Subaru, sold by TREBOL or an authorized Subaru dealer, will remain free of rust perforation from the inside out for a period of **five (5) years**.

The Rust Perforation Warranty coverage is not limited by mileage, and begins on the date the car is delivered to the first retail purchaser.

TREBOL will repair or replace (at TREBOL's option) defective original body sheet panels that are rusted completely through from the inside out (perforated by corrosion), without charge to you for labor or materials.

SEE "TERMS OF ALL WARRANTIES" FOR MORE INFORMATION.

Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint, is not covered under this warranty. In addition, TREBOL reserves the right to decide whether painting the repaired or replaced panel to match the original finish is feasible. TREBOL will not, under any circumstances, pay for painting the entire car solely to match paint color.

TERMS OF ALL WARRANTIES

DETAIL OF LABOR AND MATERIALS NOT COVERED

The warranties offered by TREBOL do **not** cover the following parts, accessories and labor:

- 1)**Parts covered by other warranties.** Ex., tires, which are covered by their own separate manufacturer's warranty.
- 2)**Maintenance & Adjustment Services.** Ex., parts or labor involved in performing maintenance and adjustment services. This includes services such as wheel or headlight alignment, wheel balancing, etc., and parts such as filters, fuses, clutch lining, brake pads & discs, oils, coolant, lubricants, fluids, belts, remote keyless entry system batteries, wiper blades, shock absorbers, floor mats, etc. that require periodic replacement due to wear and tear under normal use and operation of your car.
- 3)**Normal Deterioration.** Ex., normal deterioration or fading of paint, soft trim, cosmetic and appearance items of the exterior or interior of the car.
- 4)**Glasses.** Breakage, scratches, chips or any other damage to the windshield or window glasses not caused by defect in design, material or workmanship.
- 5)**Damage or malfunction due to lack of maintenance.** These warranties do not cover repairs caused by not following the Maintenance and Service Schedule in this booklet.

6)Damage or malfunction due to failure to follow instructions. These warranties do not cover repairs required due to not following the operating instructions set forth in the Owner's Manual. Ex., damage caused by the contamination of fuel or incorrect use of fuel, oils, fluids and/or lubricants not specified in the Owner's Manual or this booklet.

7)Improper repairs or alterations. These warranties do not cover repairs needed due to improper repairs or installations, nor due to alterations, such as the removing of parts, or the addition of parts, accessories or equipment not authorized by TREBOL or the manufacturer (Ex., alarms, telephones, racing accessories, etc.)

8)Damage or malfunction due to accidents, fire, negligence or abuse. These warranties do not cover repairs required due to accidents, objects hitting the car, dangers in or off road, fire, negligence or abuse, including the use of the car in races, competitions, commercial uses or overload.

9)Damage after warning. These warranties do not cover repairs required due to the continued use of vehicle after the activation of one of the vehicle's warning lights or the signaling of the temperature gauge or any other indication of a mechanical failure or problem in operation.

10)Damage caused by the environment. These warranties do not cover damage caused by airborne fallout (which includes but is not limited to chemicals, tree sap, and bird droppings), salt, water, flooding, hail, windstorm, lightning, extreme temperatures, or any other environmental cause.

OTHER EXPENSES

TREBOL and its authorized Subaru dealers shall not be liable for any loss of use of the car; for any alternative transportation, lodging, food, or telephone expenses; for any damage to goods, commercial loss, loss of time or inconvenience; or for any other incidental or consequential damages, except those expressly indicated by the law.

HOW TO REQUEST WARRANTY SERVICE

To request warranty repair for your vehicle, contact by phone or take your vehicle to an authorized Subaru workshop (See interior cover). Have the Warranty and Maintenance Booklet and copy of all service records available.

OWNER'S OBLIGATIONS

It is your responsibility as owner of this Subaru to read and follow the instructions and requirements as they appear in the Owner's Manual and this Warranty and Maintenance Booklet, delivered to the first owner of this vehicle. It is an essential condition for your vehicle to maintain its warranty in place, to carry out all inspections and maintenance services as detailed in the services and maintenance schedule at the end of this booklet.

CHANGES IN PRODUCTION

TREBOL and its authorized Subaru dealers reserve the right to make changes or modifications in cars sold by them at any time, without incurring any obligation to make the same or similar changes in vehicles previously manufactured or/and sold in Puerto Rico or any other part of the world.

CARS INELIGIBLE FOR WARRANTY COVERAGE

Your car is not eligible to receive the benefits of these warranties if:

- 1)The vehicle identification number (VIN #) is altered or cannot be read.
- 2)The vehicle has suffered severe damage or been declared a total loss, flooded or sold for salvage purposes.
- 3)The vehicle has been substantially reassembled or repaired using parts from other vehicles.
- 4)The odometer mileage has been changed so that mileage cannot be readily determined.
- 5)The car has been used in racing or any competitive event.

TRANSFER OF WARRANTY COVERAGE

The benefits of these warranties can be transferred, without cost, during the warranty coverage period to subsequent owners of the vehicle, with a previous written notification to TREBOL of the name, address and telephone of the new owner. (See Name/Address Change Card)

OTHER TERMS

The terms and conditions of the warranties described in this manual prevail in absolute terms in lieu of all other obligations, liabilities or warranties, whether express or implied at the moment of sale. TREBOL does not authorize any person to assume for it any obligations, responsibilities or warranties of any form different from those set forth here.

TELESOS SERVICE

1-866-873-2656 (1-866-TREBOLM)

In order to help you with any unforeseen problem on the road, we have created TELESOS. This is a **towing service** available **24 hours, 365 days** of the year, in all of Puerto Rico, except Vieques and Culebra. The cost for the use of this service is a courtesy of TREBOL, and will be valid for the duration of the Subaru New Car Limited Warranty of your vehicle.

In the case of a malfunction which makes impossible driving your vehicle to the nearest authorized Subaru workshop, you may call **1-866-TREBOLM** and request TELESOS service. Your vehicle will be transported by towing service to the nearest authorized Subaru workshop.

WHAT IS NOT COVERED

TREBOL will **not** cover the cost of the towing service in the following cases:

- | | |
|------------------------|---|
| 1) Accidents. | 6) Theft or vandalism. |
| 2) A flat tire. | 7) Natural disasters. |
| 3) A broken glass. | 8) Problems caused by not following the requirements of these warranties. |
| 4) Fuel contamination. | |
| 5) Empty fuel tank. | |

REQUIRED MAINTENANCE AND SERVICES

PRE-DELIVERY INSPECTION

Your Subaru has been inspected according to factory specifications before being delivered to the first owner. This process is the first step in an important maintenance program developed to give your Subaru a long life.

REQUIRED SERVICES

You are required to bring in your Subaru to an authorized Subaru workshop **every seven thousand five hundred (7,500) miles or every twelve (12) months**, whichever comes first, for its scheduled maintenance and services. Please refer to the Owner's Manual for any exception or variation to the intervals described above. After completion of every scheduled maintenance service you should ask the authorized Subaru workshop for your maintenance record (See at end of this booklet) be filled and validated including the date, mileage, repair order number, signature and an official seal.

The oil and filter change is free of cost only in scheduled maintenances every 7,500 miles or twelve (12) months, whichever comes first, for the period of three (3) years or 36,000 miles, whichever comes first.

Remember, an authorized Subaru workshop has specialized technicians, trained to factory standards, and with all the latest technical information and special tools that are needed to correctly diagnose problems. Every day cars are more sophisticated and technologically advanced, and require specialized knowledge.

SCHEDULED MAINTENANCE SERVICES

Here is a detailed listing of inspections, adjustments, and parts replacements that will be performed on your Subaru periodically. Basic maintenance service is performed every **seven thousand five hundred (7,500) miles or twelve (12) months**, whichever comes first. In addition, other maintenance services are required in longer periods as detailed below. Please refer to the Owner's Manual for any exception or variation.

key – c = change, i = inspection, r = rotation

EVERY 7,500 MILES OR 12 MONTHS

Oil/filter(c), cabin air filter(c), tire pressure/wear(r)(i)*, coolant level(i), battery charge/fluid level(i), power steering fluid level(i), brake fluid level(i), manual transmission lubrication(i), differentials lubrication(i), transmission fluid(i), washer fluid level(i), wiper blades(i), exterior lighting controls(i), brake pads(i), front/rear suspension(i), exhaust system(i), front/rear axles(i), universal joints (i), propeller shaft(i), accessory belt(i), clutch(i).

EVERY 15,000 MILES OR 15 MONTHS

Parking brake(i), brake hoses and lines(i), lubrication of hinges, latches, and sliding parts.

EVERY 30,000 MILES OR 30 MONTHS

Brake fluid(c), engine air filter(c).

EVERY 60,000 MILES OR 60 MONTHS

Spark plugs(c), fuel filter(c).

EVERY 105,000 MILES OR 105 MONTHS (Turbo only)

Accessory belt(c), Timing belt(c).

**Check spare tire pressure every two (2) years.*

EVERY 137,500 MILES OR 132 MONTHS

First coolant change.

Every 75,000 miles or 72 months thereafter.

MAINTENANCE SERVICE RECORD

7,500 Miles**15,000 Miles****22,500 Miles****30,000 Miles**_____
Date of service_____
Date of service_____
Date of service_____
Date of service_____
Odometer reading_____
Odometer reading_____
Odometer reading_____
Odometer reading_____
Authorized signature_____
Authorized signature_____
Authorized signature_____
Authorized signature_____
Repair order #_____
Repair order #_____
Repair order #_____
Repair order #

(SEAL)

(SEAL)

(SEAL)

(SEAL)



37,500 Miles

45,000 Miles

52,500 Miles

60,000 Miles

Date of service

Date of service

Date of service

Date of service

Odometer reading

Odometer reading

Odometer reading

Odometer reading

Authorized signature

Authorized signature

Authorized signature

Authorized signature

Repair order #

Repair order #

Repair order #

Repair order #

(SEAL)

(SEAL)

(SEAL)

(SEAL)



67,500 Miles

75,000 Miles

82,500 Miles

90,000 Miles

Date of service

Date of service

Date of service

Date of service

Odometer reading

Odometer reading

Odometer reading

Odometer reading

Authorized signature

Authorized signature

Authorized signature

Authorized signature

Repair order #

Repair order #

Repair order #

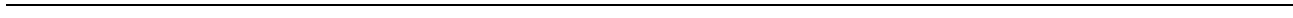
Repair order #

(SEAL)

(SEAL)

(SEAL)

(SEAL)





97,500 Miles

105,000 Miles

112,500 Miles

120,000 Miles

Date of service

Date of service

Date of service

Date of service

Odometer reading

Odometer reading

Odometer reading

Odometer reading

Authorized signature

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Repair order #

Repair order #

Repair order #

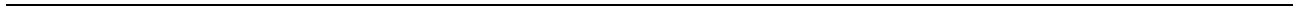
Repair order #

(SEAL)

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(SEAL)





127,500 Miles

135,000 Miles

142,500 Miles

ODOMETER

Date of service

Date of service

Date of service

Date of service

Odometer reading

Odometer reading

Odometer reading

Odometer reading

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Repair order #

Repair order #

Repair order #

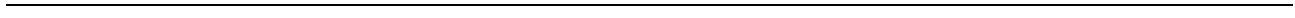
Repair order #

(SEAL)

(SEAL)

(SEAL)

(SEAL)



FUEL REQUIREMENTS

Subaru engines are designed for optimum efficiency when using **premium** (turbo) and **regular** (non-turbo) gasoline without lead with an AKI octane grade of **91 or greater** (turbo) and **87 or greater** (non-turbo). TREBOL recommends the use of gasoline containing deposit control additives. These additives have been shown to be effective in maintaining injectors and intake valves clean. TREBOL does **NOT** recommend the use of external Fuel Injector Cleaning Systems.

ENGINE OIL SPECIFICATIONS

Because of the extreme climate and manner of driving in Puerto Rico, we recommend the use of **synthetic oil**. The use of this type of oil will provide a superior protection to your engine for a longer life. We have delivered your Subaru with **synthetic oil** and we recommend that you continue using it for the life of your vehicle. Consult your Owner's Manual to make sure you use the **synthetic oil** with the correct **certified rating** and **viscosity** for your model.

NEVER USE OIL ADDITIVES!

FLUID LEVELS

The driver of this vehicle should check the level of fluids (oil, coolant, etc.) frequently and follow the instructions and specifications found in your Owner's Manual.

AUTHORIZED SUBARU SERVICE WORKSHOPS:

Trebol Motors Distributor Corporation in:

SAN JUAN

296 Ave. Kennedy
San Juan, PR 00920
(787) 793-2828

PONCE

2059 Ave. Las Américas (Ext. Mariani)
Ponce, PR 00731
(787) 842-2828

IF YOU HAVE ANY QUESTIONS OR
COMMENTS CONCERNING THE SERVICING
OF YOUR SUBARU CONTACT US AT:

Service Department

Trebol Motors Distributor Corporation

P.O. Box 11204

San Juan, PR 00910

(787)-793-2828

info@trebolmotors.com

CHANGE OF ADDRESS OR OWNER

PLEASE SELECT ONE: Change of address Change of owner

VIN # (17 digits): _____
(Look for VIN # in the metal plate on top of dashboard at driver's side.)

License Plate _____

Owner's Name: _____

Postal Address: _____

City: _____ Zip Code _____

Tel.(Work): (____) - ____ - _____ Tel.(Home): (____) - ____ - _____

Email: _____

Owner's signature: _____ Date: ____ / ____ / _____

Month Day Year

Place
Stamp
Here

Trebol Motors Distributor Corporation
P.O. Box 11204
San Juan, PR 00910

REGISTRATION CARD

I CERTIFY THAT I HAVE RECEIVED THE WARRANTY AND MAINTENANCE BOOKLET AND THE OWNER'S MANUAL, AND THAT I UNDERSTAND IT IS MY RESPONSIBILITY TO READ AND FOLLOW THE INSTRUCTIONS THEREIN.

VIN # (17 digits): _____

Owner's Name: _____

Postal Address: _____

City: _____ Zip Code _____

Tel.(Day): (____) - _____ - _____ Tel.(Night): (____) - _____ - _____

Email _____ Birth: ____ / ____ / _____

Signature: _____ Delivery: ____ / ____ / ____
Month Day Year

This document will be kept by TREBOL as part of its vehicle file.

RQ15-001

SUBARU

5/22/2015

QUESTION NO 6

DISC 2

SOA 2012 Warranty and
Maintenance Booklet

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If you have a question or problem concerning the operation of your SUBARU, please refer to Page 24 for additional information. Updated November 2011.

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Foreword

To the New Subaru Owner:

We congratulate and thank you for your purchase of a SUBARU vehicle and extend to you our best wishes for many miles of happy and trouble-free motoring.

Your SUBARU has been designed and produced to give long service with a minimum of attention. A generous warranty, plus a nationwide network of dealers with service facilities, are provided to SUBARU owners to protect their investment in their SUBARU products. If your SUBARU should require service when traveling, or if you have any unusual problems or comments, you may locate the nearest Authorized SUBARU Dealer or Distributor by calling our toll-free customer service HELP LINE at 1-800-SUBARU3 (1-800-782-2783).

Prior to delivery of your SUBARU, your Authorized SUBARU Dealer has carefully checked, inspected and performed certain adjustments to your vehicle, following procedures recommended by the manufacturer, to assure that your SUBARU is delivered to you in the best possible condition.

Your dealer has presented you with a Change of Address/Subsequent Owner Registration Card. The National Traffic and Motor Vehicle Safety Act of 1966 makes it necessary that we be in a position to contact each individual SUBARU owner if required. Therefore, if you change your address, you are requested to complete the information on the card and mail it to us. Similarly, if you resell your SUBARU, we request that the new owner information be completed on the card and mailed to us so that we will be able to contact the new owner.

In the event you do resell your SUBARU, we also request that you deliver this Warranty & Maintenance Booklet and Owner's Manual to the new owner so that he or she will know of any remaining warranty coverage.

This SUBARU Warranty & Maintenance Booklet is an important document for the service of your SUBARU. This Booklet should be carried in your vehicle at all times and made available to your Authorized SUBARU Dealer if warranty service is needed. This Booklet contains recommended services at prescribed mileages and/or times to keep your SUBARU in proper operating condition. You should make certain the record of services performed on your SUBARU are validated in the space(s) provided in this Booklet by the Authorized SUBARU Dealer or other service facility which performs those services.

Your SUBARU is designed to operate on unleaded gasoline only.

SUBARU of America, Inc.
SUBARU Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

2012 New Vehicle Warranty Coverage Summary

SUBARU of America, Inc. ("SOA")

1 YEAR Unlimited Mileage	2 YEARS 24,000 Miles	3 YEARS See below for Mileage	5 YEARS See below for Mileage	7 YEARS 70,000 Miles	8 YEARS 80,000 Miles	8 YEARS 100,000 Miles	15 YEARS 150,000 Miles
Replacement Parts Limited Warranty							
Federal Specification Emissions Performance Warranty							
New Vehicle Limited Warranty/36,000 Miles							
Federal Specification Emissions Defect Warranty/36,000 Miles							
California Specification Emissions Performance and Defect Warranty/50,000 Miles							
Rust Perforation Limited Warranty/Unlimited Mileage							
Powertrain Limited Warranty/60,000 Miles							
California Specification Emissions Extended Defect Warranty							
Federal Specification Emissions Extended Defect Warranty							
California Emission Extended Warranty (See Page 12, Manufacturer's Warranty Coverage)							
California PZEV Emission Performance/Defect (See Page 16)							

SUBARU of America, Inc. ("SOA") is the sole distributor of SUBARU vehicles in the Continental United States and offers these warranties on U.S. model vehicles only. For complete details on warranty coverages and exclusions, please refer to the warranties in this booklet.

Subaru Limited Warranties

Who Makes These Warranties

These warranties are made by SUBARU of America, Inc. ("SOA")*, SUBARU Plaza, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

When These Warranties Apply

These warranties only apply if the vehicle was imported or distributed by SOA and sold to the first retail purchaser by an Authorized SUBARU Dealer in the United States. Any and all repairs must be performed by an Authorized SUBARU Dealer located in the United States. Every owner of the vehicle during the warranty period shall be entitled to the benefits of these warranties. If the vehicle is sold or otherwise transferred, it is recommended and requested that the new owner promptly send written notice of the transfer of ownership to SOA at the address indicated above.

Warranty Periods

Warranty coverage begins on the date the vehicle is delivered to the first retail purchaser. If the vehicle was used as a demonstrator or company vehicle before being sold at retail, warranty coverage begins on the date the vehicle was first placed in such service.

What Is Covered

These warranties cover any repairs needed to correct defects in material or workmanship reported during the applicable warranty period and which occur under normal use:

- In any part of the 2012 model year SUBARU which is identified on the inside front cover of this Warranty & Maintenance Booklet (the "vehicle")
- Any Genuine SUBARU Optional Accessories
- In addition, adjustment services are covered one time only during the first 36 months/36,000 miles of operation, whichever comes first.

New Vehicle Limited Warranty

BASIC COVERAGE is 3 years or 36,000 miles, whichever comes first. Subject to the exclusions listed in this warranty, it covers the entire vehicle.

Seat Belt Lifetime Limited Warranty

SEAT BELT COVERAGE lasts for the useful life of the vehicle and includes seat belts and related components which fail to function properly during normal use.

This warranty does not apply to cosmetic appearance, such as color fading, when the seat belts function properly. Coverage also excludes any electrical related components or body anchor points.

Wear Item Limited Warranty

WEAR ITEM COVERAGE is 3 years or 36,000 miles, whichever comes first. Items covered are brake pad/shoe linings, clutch linings, and wiper blades.

* For vehicles delivered in Hawaii only, this warranty is made by SUBARU Hawaii, 2850-A Pukoloa St., Suite 202, Honolulu, HI 96819, 808-564-2260, which is solely responsible for all matters related to the warranty on such vehicles. For simplicity in this warranty only, SUBARU Hawaii will also be called "SOA".

Subaru Limited Warranties (cont.)

Powertrain Limited Warranty

POWERTRAIN COVERAGE for all models is 5 years or 60,000 miles, whichever comes first. Subject to the exclusions listed in this warranty, it covers the major powertrain components listed below.

Powertrain Coverage Components:

- Engine
- Engine block and all internal parts
- Cylinder heads and valve trains
- Oil pump, oil pan
- Timing belts or gears and cover
- Water pump
- Flywheel
- Intake and exhaust manifolds
- Oil seals and gaskets

Transaxle and Differential:

- Transaxle case and internal parts
- Torque converter
- Electronic transmission control unit
- Seals and gaskets
- Axle shafts and constant velocity joints [except boots]*
- Propeller shaft
- Wheel bearings

Rust Perforation Limited Warranty

RUST PERFORATION COVERAGE for all models is 5 years, regardless of mileage. Subject to the exclusions listed in this warranty, defective original body sheet metal panels that are rusted completely through from the inside out (perforated by corrosion) will be repaired or, at the option of SOA or your Authorized SUBARU Dealer, replaced without charge to you for labor and materials. The following items are not covered: (1) rusting of the outside of the underbody (floor pan) or any other part of the vehicle except body panels; (2) rust resulting from alteration of any body panels; (3) rust as a result of damage to paint caused by normal road hazards such as stones or other debris; (4) body panel rust caused by abuse, lack of maintenance, or damage to the vehicle; (5) rust caused by sand, mud, salt, submergence of a body panel in water, exposure to industrial fallout, chemical fallout, tree sap, hail, or other causes beyond the control of SOA; (6) replacement body sheet metal panels and (7) other items listed under "What is Not Covered" (later in this section).

Rust Perforation Coverage applies to perforation due to corrosion only. Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint, is not covered under this warranty. In addition, SOA or your Authorized SUBARU Dealer reserves the right to decide whether painting the repaired or replaced panel to match the original finish is feasible. SOA will not, under any circumstances, pay for painting the entire vehicle solely to match paint color.

Since your vehicle was designed and built to resist corrosion, use of additional rust-inhibiting materials is not necessary and not a requirement for coverage under this warranty. Whether to obtain such additional protection is your decision.

* Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material, is not coverable under warranty.

Subaru Limited Warranties (cont.)

Repairs at No Charge

Defective parts will be repaired, or at the option of SOA or your Authorized SUBARU Dealer, replaced with a new or remanufactured parts without charge to you for labor and materials.

Obtaining Repairs

Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage on the particular part. It is recommended that warranty repairs be performed by the Authorized SUBARU Dealer who sold you the vehicle, although warranty service will be performed by any Authorized SUBARU Dealer anywhere in the United States. When a warranty repair is needed, your vehicle must be brought to an Authorized SUBARU Dealer's place of business during normal business hours. A reasonable time must be allowed for the dealership to perform necessary repairs. Within the New Vehicle Limited Warranty period, if any part needed to make repairs is temporarily unavailable anywhere in the United States, you may be eligible, under the terms of the SUBARU Owner Assistance Alternate Transportation Program, for a substitute vehicle during the time your vehicle is out of service for warranty repairs. See your Authorized SUBARU Dealer for additional details.

Towing

SOA will pay the cost of having your vehicle towed to the nearest Authorized SUBARU Dealer if it cannot be driven due to a defect covered by these warranties.

Emergency Repairs

In case of an emergency in which there are no Authorized SUBARU Dealers open for business within a distance of 75 miles, minor repairs needed to ensure the safe operation of the vehicle may be made at any available service facility. SOA will reimburse you up to a maximum amount of \$500.00 for any such emergency repairs that are eligible for

coverage under this warranty. However, SOA is not obligated to reimburse you at a cost for warranted parts replaced which is higher than SOA's suggested retail price or for labor charges which are higher than SOA's recommended time allowance for the repair multiplied by a labor rate per hour appropriate for your location. To make a claim for reimbursement, you must present all replaced parts, your copy of the paid receipt and a written description of the emergency situation to any Authorized SUBARU Dealer within 15 days of the emergency repair. Once verified, the dealer will submit your claim for processing and you will receive reimbursement for all approved claims directly from SOA within 60 days. SOA reserves the right to have all emergency repairs inspected when a claim is made and assumes no liability for the workmanship of the repair facility or for any non-genuine SUBARU parts or accessories used in the repair.

Warning Concerning Non-Genuine Accessories and Equipment

Genuine SUBARU Accessories are optional equipment items approved, recommended, and supplied by SOA for installation on the vehicle. Some dealers sell Genuine SUBARU Accessories as well as other accessories and equipment. These warranties apply only to Genuine SUBARU Accessories. They do not apply to any other accessories and equipment.

Your Maintenance Responsibilities

It is your responsibility to have all scheduled inspection and maintenance services performed at the times and mileages recommended at the back of this Booklet and to retain proof that inspection and maintenance services are performed when recommended. One method of proof is for you to have each maintenance service record contained in this Booklet validated at the proper time or mileage by the Authorized SUBARU Dealer or other service facility performing the service. You are also responsible for checking such items as fluid levels and tire pressures regularly.

Subaru Limited Warranties (cont.)

General

Under these warranties, parts that malfunction or fail during the warranty period as a result of a manufacturing defect will be repaired without charge. The servicing Authorized SUBARU Dealer also will replace, without charge, all lubricants and fluids which become contaminated as a result of making any such repairs.

SOA, its Distributors and Authorized SUBARU Dealers reserve the right to make changes in vehicles sold by them at any time without incurring any obligation to make the same or similar changes in vehicles previously sold by them.

THESE WARRANTIES AND THE EMISSION RELATED WARRANTIES APPEARING ELSEWHERE IN THIS BOOKLET ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE AND ON GENUINE SUBARU OPTIONAL ACCESSORIES INSTALLED ON THE VEHICLE PRIOR TO DELIVERY.

THESE WARRANTIES ARE LIMITED IN DURATION TO THE TIME PERIOD OF THE WRITTEN WARRANTIES. THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized SUBARU Dealers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in these warranties. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply. These warranties give you specific legal rights and you may also have other rights under state law.

⚠ WRX-STI models are equipped with High Intensity Discharge (HID) headlights that contain mercury. Additionally, mercury parts are contained in the Tribeca, Forester, Impreza, Legacy and Outback (navigation screen display system and rear seat entertainment screen display system if equipped). For this reason, it is necessary to remove these components before vehicle disposal. Once removed, please reuse, recycle or dispose of as hazardous waste.

No other models contain the mercury devices or parts.

What is Not Covered

Parts Covered by Other Warranties

These warranties do not cover any parts, such as tires, which are covered by their own separate warranties.

Maintenance and Adjustment Services; Normal Deterioration

These warranties do not cover the cost of parts or labor involved in performing any normal maintenance services. There is also no coverage for normal deterioration or fading of paint, soft trim, cosmetic and appearance items.

Damage or Malfunction Due to Improper Repair or Unauthorized Parts

These warranties do not cover any part which malfunctions, fails or is damaged due to any unauthorized alteration or modification made to the vehicle such as the removal of parts or the installation of parts, equipment or accessories or improper repairs or adjustments not approved or recommended by SOA.

Damage or Malfunction Due to Abuse, Neglect, Accident or Fire

These warranties do not cover any part which malfunctions, fails or is damaged due to objects striking the vehicle, road hazards, whether on or off the road, accident, fire, neglect, abuse or any other cause beyond the control of SOA.

Damage Caused by a Non-Covered, Unauthorized Part

These warranties do not cover damage to a covered component directly caused by the failure of a non-covered part, accessory or occurrence of event.

Damage Caused Due to Use of Vehicle in Competitive Events

These warranties do not cover damage to any component that is the result of operating the vehicle in any competition or racing event.

Subaru Limited Warranties (cont.)

Damage or Malfunctions Due to Lack of Maintenance or Failure to Follow Instructions

These warranties do not cover any part which malfunctions, fails or is damaged due to a failure to follow the operating instructions set forth in the Owner's Manual (e.g., failure to use proper fuel) or a failure to follow the Schedule of Recommended Inspection and Maintenance Services set forth in this Booklet.

Damage Caused by the Environment

These warranties do not cover damage caused by airborne fallout (which includes but is not limited to chemicals, tree sap, and bird droppings), salt, water, flooding, hail, windstorm, lightning, extreme temperatures, or any other environmental cause.

Repairs by Non-Authorized Subaru Dealers

Except in the case of emergency repairs as previously explained, labor and material expenses for repairs performed at any facility other than that of an Authorized SUBARU Dealer are not covered.

Vehicles Ineligible for Warranty Coverage

The vehicle is not eligible for warranty coverage if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or sold for salvage purposes; if the vehicle has been dismantled, destroyed or changed in such a manner that constitutes a material alteration of its original construction; if the odometer mileage has been changed so that mileage cannot be readily determined.

Applied Chemicals

These warranties do not cover any part of the vehicle's finish which is damaged by adding or applying chemicals other than those approved or recommended by SOA.

Damage Caused by a Non-Covered Part

These warranties do not cover damage to a covered component directly caused by the failure of a non-covered part or occurrence of event.

Commercial Use

These warranties do not cover any part which malfunctions, fails or is damaged due to commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA.

Other Expenses

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU DEALERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore, the above limitation or exclusion may not apply to you.

Federal Emission Control Systems Warranties

The following is the SOA, new vehicle Federal emission control warranty statements which apply to vehicles distributed by SOA within the United States. These warranties do apply to vehicles sold and registered in states which have adopted California Specification Emission Control Systems and Warranties.* California vehicles destined for sale in other states that adopt California standards are subject to the same Federal emissions warranty as other motor vehicles. This Federal warranty is in addition to, and not voided by, the applicable state standards and/or warranty. Every owner of the vehicle during the warranty period shall be entitled to the benefits of these warranties.

Limited Warranties on Federal Specification Emission Control Systems

SUBARU of America, Inc. (SOA)** warrants to the owner of the 2012 model year SUBARU vehicle which is identified on the inside front cover of this Warranty & Maintenance Booklet (the "vehicle") that the vehicle (1) was designed, built and equipped so as to conform at the time of sale with all applicable regulations of the U.S. Environmental Protection Agency (EPA), including section 207(a) of the Clean Air Act (CAA), and (2) is free from defects in materials and workmanship which cause it to fail to conform with those regulations. Items that require scheduled replacement are warranted up to the replacement interval as specified in the schedule of inspection and maintenance services listed in this manual beginning on Page 28. The warranty period shall begin on the date the vehicle is delivered to the first retail purchaser or, if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is first placed in such service. Exceptions to these warranties are listed below under the heading "What is Not Covered."

*Arizona, California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.

**For vehicles delivered in Hawaii only, SUBARU Hawaii, 2850-A Pukoloa St., Suite 202, Honolulu, HI 96819, has assumed all of the obligations of SOA under this warranty.

Emission Performance Warranty

Some states and local jurisdictions have established periodic vehicle emissions tests to encourage proper vehicle maintenance.

If within the 2 years/24,000 mile, whichever comes first, performance warranty period, your vehicle fails an emissions test approved by the U.S. Environmental Protection Agency (EPA), including section 207(b) of the CAA, which is required by the state or local government where the vehicle is registered for use, your 2012 model year SUBARU vehicle is eligible for coverage under this warranty provided all of the following conditions apply:

1. The vehicle has been maintained and operated in accordance with the instructions for proper maintenance and use set forth in the Owner's Manual and in this Warranty & Maintenance Booklet supplied with the vehicle;
2. The vehicle fails to conform during the warranty period of 2 years/24,000 miles, whichever comes first, to the applicable emission standards of the EPA as judged by an EPA-approved emissions test; and
3. The failure to conform results or will result in the owner of the vehicle having to bear a penalty or other sanction (including the denial of the right to use the vehicle) under local, state or federal law if the nonconformity is not remedied within a specified period of time.

If the vehicle is eligible for coverage under this warranty, any non-conformities in the vehicle which cause it to fail an EPA-approved emissions test will be repaired, or at the option of SOA or your Authorized SUBARU Dealer, replaced using new or remanufactured parts or adjusted to proper specifications, at no charge to you for labor and materials (including necessary adjustments and diagnosis), in order to make the vehicle comply with applicable emissions standards of EPA. No claim under this warranty will be denied on the basis of your use of a properly installed EPA-certified emissions part for maintenance and repair.

Federal Emission Control Systems Warranties (cont.)

Emissions Defect Warranty

If within the 3 years/36,000 miles, whichever comes first, basic warranty period, any defective emission control part identified on the Federal Emission Warranty parts list (see Page 20) fails, it will be repaired or, at the option of SOA or your Authorized SUBARU Dealer, replaced with a new or remanufactured part without charge to you for labor and materials.

Emissions Extended Defect Warranty

For a period of 8 years/80,000 miles, whichever occurs first, specific Major Emissions Control Components — catalytic converter, electronic emissions control unit and the onboard emissions diagnostic device — are also covered by the Federal Emissions Defect Warranty.

The Federal Emission Performance or Defect Warranties may be subject to future governmental regulatory action. SOA, reserves the right to change the terms of these warranties to be consistent with these actions. See your dealer for information regarding possible changes.

What SOA Will Do; How to Get Warranty Service

Defective parts will be repaired, or at the option of SOA or your Authorized SUBARU Dealer, replaced with a new or remanufactured part without charge to you for labor and materials. Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of the warranty coverage.

It is recommended that warranty service be performed by the SUBARU Dealer who sold you the vehicle, although warranty service will be performed by an Authorized SUBARU Dealer located anywhere in the United States. The vehicle must be brought to a SUBARU Dealer's place of business during normal business hours. You will be notified in writing, as needed, to whether or not the repair qualifies under the warranty within a reasonable time (not to exceed 30 days after receipt of the vehicle by the Dealer, or within the time period required by

local or state law). The only exceptions would be if you request or agree to an extension, or if a delay results from events beyond the control of your Dealer or SUBARU. If you are not so notified, SUBARU will provide any required repairs at no charge.

Your Maintenance Responsibility

It is your responsibility to have all required scheduled maintenance services performed at the times and mileages stated in the Owner's Manual and this Warranty & Maintenance Booklet. SOA recommends that you retain receipts and maintenance records which show that the required maintenance services have been performed at the stated intervals. Receipts and maintenance records should be given to each subsequent owner of the vehicle.

Recommendations for Maintenance Service Replacement Parts

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be Genuine SUBARU Replacement Parts. Without invalidating this warranty, you may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine SUBARU Replacement Parts, for such maintenance, replacement or repair. However, the cost of such service or parts will not be covered under this warranty.

Use of replacement parts which are not of equivalent quality to Genuine SUBARU Replacement Parts may impair the effectiveness of emission control systems. If other than Genuine SUBARU Replacement Parts are used for maintenance, replacement or repair of components affecting emission control, you should assure yourself that such parts are warranted by their manufacturer to be equivalent to Genuine SUBARU Replacement Parts in performance and durability. SOA, however, assumes no liability under this warranty with respect to parts other than Genuine SUBARU Replacement Parts. The use of replacement parts which are not authorized by SUBARU does not invalidate the warranty on other components unless the non-authorized parts cause damage to warranted parts.

Federal Emission Control Systems Warranties (cont.)

What is Not Covered

These warranties do not cover: (1) the performance of scheduled maintenance services including the replacement of parts (such as spark plugs and filters), beyond the scheduled maintenance period; (2) tune-ups, under any circumstances; (3) the vehicle if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or is sold for salvage purposes; if the odometer mileage has been changed so that mileage cannot be readily determined; (4) damage due to use of vehicle in competitive events; and (5) material and labor expenses for repairs or diagnostic work performed at any facility other than that of an Authorized SUBARU Dealer, except in the case of an emergency.

These warranties do not cover any part which malfunctions, fails or is damaged due to: (1) objects striking the vehicle or any road hazards, whether on or off the road; (2) collision, accident, fire, flooding, abuse, neglect, tampering, disconnection, misuse, or other events beyond the control of SOA; (3) failure to follow the operating instructions set forth in the Owner's Manual; (4) improper or inadequate maintenance; (5) improper installation, adjustment or repair of the vehicle or of any warranted part unless performed by an Authorized SUBARU Dealer during warranty repair work; (6) alterations by changing, adding to or removing parts from the vehicle; (7) failure to follow recommendations on fuel use contained in the Owner's Manual; (8) the vehicle being dismantled or changed in such a manner that constitutes a material alteration of its original construction; (9) damage to a covered part directly caused by the failure of a non-covered part or event; and (10) damage caused by adding or applying chemicals other than those approved or recommended by SOA.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU DEALERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

General

THESE FEDERAL SPECIFICATION EMISSION CONTROL SYSTEMS WARRANTIES ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE'S EMISSION COMPONENTS AND ARE LIMITED IN DURATION TO THE TIME PERIOD OF THE WRITTEN WARRANTY FOR THE RESPECTIVE COMPONENTS.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized SUBARU Dealers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty. Some states do not allow limitations on how long an implied warranty lasts, therefore, the above limitations may not apply. These warranties give you specific legal rights and you may also have other rights under state law.

California Emission Control Systems Warranties

California Specification Emission Control Warranty Statement: Your Warranty Rights and Obligations

The following statement is required to be provided by regulations of the California Air Resources Board.

The California Air Resources Board and SOA are pleased to explain the emission control system warranty on your 2012 vehicle. In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. SOA must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the throttle body assembly or fuel-injection system, the ignition system, catalytic converter, and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, SOA will repair your vehicle at no cost to you including diagnosis, parts and labor.

Manufacturer's Warranty Coverage

For 3 years or 50,000 miles (whichever first occurs):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by SOA to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
2. If any emission related part on your vehicle is defective, the part will be repaired or replaced by SOA. This is your short-term emission control systems DEFECTS WARRANTY.

For 7 years or 70,000 miles (whichever first occurs):

1. If any emission-related part listed in this Warranty Booklet (see Page 20) specially noted with coverage for 7 years or 70,000 miles is defective, the part will be repaired or replaced by SOA. This is your long-term emission control system DEFECTS WARRANTY.

2012 SUBARU models are certified to the optional 150,000 miles emission standards except 2012 SUBARU 2.0L & 2.5L non-turbo models achieving a Partial Zero Emission Vehicle (PZEV) rating by the California Air Resources Board (see Page 16 of this Booklet for warranty coverage). For vehicles certified to the optional 150,000 miles emission standards, the California Extended Defect Warranty coverage is extended from 7 years/70,000 miles to 8 years or 100,000 miles, whichever occurs first. The list of covered parts for the California Emissions Extended Defect Warranty is located on Page 20 of your 2012 model SUBARU Warranty & Maintenance Booklet. In order to be eligible for this warranty coverage at the time of repair, your vehicle must be registered in Arizona, California, Connecticut, Maryland, Massachusetts, Maine, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont, or Washington which have adopted the California Low Emission Vehicle Program.

Owner's Warranty Responsibilities:

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual and Warranty & Maintenance Booklet. SOA recommends that you retain all receipts covering maintenance on your vehicle, but SOA cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a SOA dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that SOA may deny you warranty coverage if your vehicle, or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact the SUBARU toll-free customer service HELP LINE at 1-800-782-2783 or the California Air Resources Board at 9480 Telstar Avenue, Suite 4, El Monte, CA 91731.

California Emission Control Systems Warranties (cont.)

The following is the SOA new vehicle emission control warranty statements which apply to vehicles certified for sale in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states.*

Limited Warranties on California Specification Emission Control Systems

SUBARU of America, Inc. (SOA)** warrants to the owner of the 2012 model year SUBARU vehicle which is identified on the inside front cover of this Warranty & Maintenance Booklet (The “vehicle”) that the vehicle was designed, built and equipped so as to conform with all applicable regulations of the U.S. Environmental Protection Agency and the California Air Resources Board. SOA warrants that your 2012 model year SUBARU vehicle is free from defects in materials and workmanship which cause it to fail to conform to applicable requirements and pass a Smog Check Inspection for a period of 3 years or 50,000 miles, whichever comes first. Items that require scheduled replacement are warranted up to the replacement interval as specified in the schedule of inspection and maintenance services listed in this Booklet beginning on Page 28. The warranty period shall begin on the date the vehicle is delivered to the first retail purchaser, or if the vehicle is first placed in service as a demonstrator or company vehicle prior to sale at retail, on the date the vehicle is first placed in such service. Exceptions to these warranties are listed below under the heading “What Is Not Covered.”

Emissions Performance Warranty

If within the 3 year/50,000 miles, whichever occurs first, performance warranty period, your vehicle fails an authorized California Smog Check Inspection, and the vehicle is eligible for coverage under this warranty, it

will be repaired at no charge to you for diagnosis, labor and parts, using new or remanufactured parts or adjusted to proper specifications, so that your vehicle will pass the California Smog Check Inspection.

Emissions Defect Warranty

If within the 3 year/50,000 miles, whichever occurs first, defect warranty period, your vehicle fails to conform to applicable requirements and that failure is the result of a defect in any part which affects emissions (see Page 20), that part will, subject to all other terms and conditions of this warranty, be repaired or replaced by an Authorized SUBARU Dealer at no charge to you for labor and materials (including necessary adjustments and diagnosis).

Emissions Extended Defect Warranty

Within a period of 7 years or 70,000 miles, whichever occurs first, SOA will replace at no cost to you the high cost parts (which are the result of a defect as determined by an Authorized SUBARU Dealer) appearing on the list at the end of this warranty (see Page 20). If within the 7 year/70,000 miles period, your vehicle fails an authorized California Smog Check test and the vehicle is eligible for coverage under this warranty, and that failure of the test is caused by the failure or malfunction of any of these parts, the vehicle will be repaired at no charge to you for diagnosis, labor or parts, using new or remanufactured parts or adjusted to proper specifications so that your vehicle will pass the California Smog Check test. These high cost parts were selected on the basis of their estimated replacement cost at the time your vehicle was certified for sale (including parts, labor and diagnosis).

*Arizona, California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.

**For vehicles delivered in Hawaii only, SUBARU Hawaii, 2850-A Pukoloa St., Suite 202, Honolulu, HI 96819, has assumed all of the obligations of SOA under this warranty.

California Emission Control Systems Warranties (cont.)

All 2012 SUBARU models are certified to the optional 150,000 miles emission standards except 2012 SUBARU 2.0L & 2.5L non-turbo models achieving a Partial Zero Emission Vehicle (PZEV) rating by the California Air Resources Board (see Page 16 of this Booklet for warranty coverage). For vehicles certified to the optional 150,000 miles emission standards the California Extended Defect Warranty coverage is extended from 7 years/70,000 miles to 8 years or 100,000 miles, whichever occurs first. The list of covered parts for the California Emissions Extended Defect Warranty is located on Page 20 of your 2012 model SUBARU Warranty & Maintenance Booklet. In order to be eligible for this warranty coverage at the time of repair, your vehicle must be registered in Arizona, California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont or Washington, which have adopted the California Low Emission Vehicle Program.

What SOA Will Do; How to Get Warranty Service

Defective parts will be repaired, or at the option of SOA or an Authorized SUBARU Dealer, replaced without charge to you for materials and labor (including diagnosis). Warranty claims must be made as soon as reasonably possible after a defect is discovered. It is recommended that warranty service be performed by the SUBARU Dealer who sold you the vehicle, although warranty service will be performed by any Authorized SUBARU Dealer anywhere in the United States. When a warranty repair is needed, the vehicle must be brought to an Authorized SUBARU Dealer's place of business during normal business hours. In all cases, a reasonable time, up to 30 days, must be allowed for the warranty repair to be completed after the vehicle is received by the Dealer.

In case of an emergency where an Authorized SUBARU Dealer is not reasonably available, repairs may be performed at any available service facility or by the owner using any replacement part. A part not being available within 30 days or a repair not being completed within 30 days constitutes an emergency. SOA will reimburse you for such repairs that are covered under this warranty provided that you make a claim. SOA

encourages you to submit your claim as soon as possible after having the emergency repairs performed. SOA will reimburse you for expenses, including diagnosis, at a cost not to exceed SOA's suggested retail price for warranted parts replaced and for labor charges which are based on SOA's recommended time allowance for the repair multiplied by a labor rate per hour appropriate for that geographical location. You must keep all replaced parts as well as all parts and labor receipts as a condition of reimbursement for emergency repairs not performed by an Authorized SUBARU Dealer.

To make a claim for reimbursement, write to SOA at SUBARU Plaza, P.O. Box 6000, Cherry Hill, NJ 08034-6000, Attention: Customer Dealer Services. To help speed the processing of your claim, be sure to include (1) your name and address, (2) your telephone number, home, business and cell, (3) the vehicle identification number, (4) a photocopy of the entire repair bill, and (5) a description of the emergency situation.

If your vehicle should fail a Smog Check test, you should present a copy of the Smog Check test failure printout to an Authorized SUBARU Dealer when making a claim under the performance warranty provisions. You must be notified within 30 days that the claim is not valid, or SOA will repair your vehicle free of charge, unless the delay was caused by an event not attributable to SOA or its Authorized SUBARU Dealers.

Your Maintenance Responsibilities

It is your responsibility to have all required scheduled maintenance services performed at the times and mileages stated in the Owner's Manual and this Warranty & Maintenance Booklet. SOA recommends that you retain receipts and maintenance records which show that the required maintenance services have been performed at the stated intervals. SOA will not deny a warranty claim solely because you have no record of maintenance; however, SOA may deny a warranty claim if a failure to perform required maintenance resulted in the failure of a warranted part. The receipts and maintenance records should be given to each subsequent owner of the vehicle.

California Emission Control Systems Warranties (cont.)

Recommendations for Maintenance Service Replacement Parts

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be Genuine SUBARU Replacement Parts. Without invalidating this warranty, you may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine SUBARU Replacement Parts, for such maintenance, replacement or repair. However, the cost of such service or parts will not be covered under this warranty.

Use of replacement parts which are not of equivalent quality to Genuine SUBARU Replacement Parts may impair the effectiveness of emission control systems. If other than Genuine SUBARU Replacement Parts are used for maintenance, replacement or repair of components effecting emission control, you should assure yourself that such parts are warranted by their manufacturer to be equivalent to Genuine SUBARU Replacement Parts in performance and durability. SOA, however, assumes no liability under this warranty with respect to parts other than Genuine SUBARU Replacement Parts. The use of replacement parts which are not authorized by SUBARU does not invalidate the warranty on other components unless the non-authorized parts cause damage to warranted parts.

What is Not Covered

These warranties do not cover: (1) the performance of scheduled maintenance services including the replacement of parts (such as spark plugs and filters), beyond the scheduled maintenance period; (2) tune-ups, under any circumstances; (3) the vehicle if the vehicle identification number is altered or cannot be read; if the vehicle has been declared a total loss or is sold for salvage purposes; if the odometer mileage has been changed so that mileage cannot be readily determined; (4) damage due to use of vehicle in competitive events; and (5) material and labor expenses for repairs or diagnostic work performed at any facility other than that of an Authorized SUBARU Dealer, except in the case of an emergency.

These warranties do not cover any part which malfunctions, fails or is damaged due to: (1) objects striking the vehicle or any road hazards,

whether on or off the road; (2) collision, accident, fire, flooding, abuse, neglect, tampering, disconnection, misuse, or other events beyond the control of SOA; (3) failure to follow the operating instructions set forth in the Owner's Manual; (4) improper or inadequate maintenance; (5) improper installation, adjustment or repair of the vehicle or of any warranted part unless performed by an Authorized SUBARU Dealer during warranty repair work; (6) alterations by changing, adding to or removing parts from the vehicle; and (7) failure to follow recommendations on fuel use contained in the Owner's Manual; (8) if the vehicle has been dismantled or changed in such a manner that constitutes a material alteration of its original construction; (9) damage to a covered part directly caused by the failure of a non-covered part or event; and (10) damage caused by adding or applying chemicals other than those approved or recommended by SOA.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU DEALERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE; FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES; FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE; OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore, the above limitation or exclusion may not apply.

General

THESE CALIFORNIA SPECIFICATION EMISSION CONTROL SYSTEMS WARRANTIES ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE'S EMISSION COMPONENTS AND ARE LIMITED IN DURATION TO THE TIME PERIOD OF THE WRITTEN WARRANTY FOR THE RESPECTIVE COMPONENTS.

THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized SUBARU Dealers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty.

California Emission Control Systems Warranties (cont.)

California Partial Zero Emission Vehicle (PZEV) Emission Control Warranties

2012 SUBARU Legacy, Outback, Forester 2.5L, and Impreza 2.0L non-turbo models achieving a Partial Zero Emission Vehicle (PZEV) rating by the California Air Resources Board are available in all 50 states. Only those registered in California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Rhode Island, and Vermont will be eligible for the 15 years/150,000 miles emission warranty¹. California PZEV certified vehicles are considered the cleanest gasoline powered vehicles because they meet California's strongest tailpipe emission standard for Super Ultra Low Emission Vehicles.

The following statement is required to be provided by regulations of the California Air Resources Board:

Your Warranty Rights and Obligations

The California Air Resources Board and SOA are pleased to explain the emission control system warranty on your 2012 vehicle². In California, new motor vehicles must be designed, built and equipped to meet the State's stringent anti-smog standards. SOA must warrant the emission control system on your vehicle for the periods of time listed below provided there has been no abuse, neglect or improper maintenance of your vehicle.

Your emission control system may include parts such as the fuel-injection system, the ignition system, catalytic converter and engine computer. Also included may be hoses, belts, connectors and other emission-related assemblies.

Where a warrantable condition exists, SOA will repair your vehicle at no cost to you including diagnosis, parts and labor.

Manufacturer's Warranty Coverage

For 15 years or 150,000 miles (whichever occurs first from the time of retail delivery of your vehicle):

1. If your vehicle fails a Smog Check inspection, all necessary repairs and adjustments will be made by SOA to ensure that your vehicle passes the inspection. This is your emission control system PERFORMANCE WARRANTY.
2. Subject to the specific terms pertaining to maintenance listed below, if any emission-related part on your vehicle is defective, which would cause the vehicle's Onboard Diagnostic malfunction indicator lamp to illuminate, the part will be repaired or replaced by SOA. This is your emission control system DEFECTS WARRANTY.

Owner's Warranty Responsibilities

As the vehicle owner, you are responsible for the performance of the required maintenance listed in your Owner's Manual. SOA recommends that you retain all receipts covering maintenance on your vehicle, but SOA cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

You are responsible for presenting your vehicle to a SOA dealer as soon as a problem exists. The warranty repairs should be completed in a reasonable amount of time, not to exceed 30 days.

As the vehicle owner, you should also be aware that SOA may deny you warranty coverage if your vehicle or a part has failed due to abuse, neglect, improper maintenance or unapproved modifications.

If you have any questions regarding your warranty rights and responsibilities, you should contact SOA Customer Dealer Services at 1-800-782-2783 or the California Air Resources Board at 9480 Telstar Avenue, Suite 4, El Monte, CA 91731.

¹ Arizona, Oregon, Pennsylvania and Washington vehicles are not covered under PZEV emissions control warranty. For these states, the California Extended Emission Defect Warranty is limited to 7 years/70,000 miles, whichever occurs first.

² Throughout this California Emission Control Warranty, the term "vehicle" means 2012 Legacy, Outback, and Forester (2.5L) non-turbo.

California Emission Control Systems Warranties (cont.)

Limitation of Warranties and Other Warranty Terms and State Law Rights

Extra Expenses – Limitations of Damages

These emission warranties do not cover incidental or consequential damages such as loss of the use of the vehicle, inconvenience or commercial loss.

ANY IMPLIED WARRANTY OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE SHALL BE LIMITED TO THE DURATION OF THESE WRITTEN WARRANTIES.

Some states do not allow the exclusion or limitation of incidental or consequential damages or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. These warranties give you specific legal rights, and you may also have other rights which vary from state to state.

SOA does not authorize any person to create for it any other warranty, obligation or liability in connection with this vehicle.

What is Emissions Defects Warranty?

Emissions Defects Warranty

SOA warrants that your vehicle was designed, built and equipped to conform with all applicable requirements of the California Air Resources Board.

Exceptions to this warranty are listed below under the caption **“WHAT IS NOT COVERED.”**

How Long is the Warranty

This warranty is for 15 years or 150,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or put into use, whichever is earlier.

Some items require scheduled replacement before 150,000 miles. These items are warranted only up to the replacement interval. The replacement intervals are outlined in the maintenance instructions in your SUBARU Warranty & Maintenance Booklet.

Emission Performance Warranty

When Does This Warranty Apply

This warranty applies to your 2012 SUBARU Legacy, Outback, Forester 2.5L, and Impreza 2.0L non-turbo PZEV vehicles only if it fails to pass a California “Smog Check” test or equivalent.

What is Covered and For How Long

SOA warrants that if your vehicle fails to pass a California “Smog Check” test, it will make the necessary repairs so that the vehicle will pass. This warranty is for 15 years or 150,000 miles, whichever occurs first. The warranty begins the date the vehicle is delivered to the first retail buyer or the date it is first put in to service whichever is earlier.

Exceptions to this warranty are listed under the caption **“WHAT IS NOT COVERED.”**

California Emission Control Systems Warranties (cont.)

What is Not Covered

These warranties do not cover:

1. Normal maintenance, service and parts replacement as outlined in the emission control maintenance instructions of your Owner's Manual and your Warranty & Maintenance Booklet.
2. Failures directly as a result of:
 - Lack of performance of required emission control maintenance as outlined in your Owner's Manual and your Warranty & Maintenance Booklet.
 - Improper adjustment or installation of parts during the performance of maintenance (non-warranty) services.
 - Tampering with or disconnecting any part affecting vehicle emissions.
 - The use of fuel other than that specified in your Owner's Manual or fuel with contaminants which the fuel filter is not designed to remove.
 - Misuse, accident or modification.
3. In the case of the Performance Warranty, the use of any non-SUBARU part not certified in accordance with Federal requirements, which is defective or not equivalent from any emission standpoint to the original equipment part.
4. In the case of the Defects Warranty, parts not supplied by SUBARU or damage to other parts caused directly by non-SUBARU parts.
5. In the case of the Performance Warranty, costs of determining the cause of a vehicle failing a California Smog Check test if such failure is found not to be covered.

What You Must Do

In order to obtain warranty service you must deliver the vehicle to any Authorized SUBARU Dealer in the United States at your expense. You are responsible for the required maintenance on your vehicle as outlined in this Warranty & Maintenance Booklet. SOA recommends that you retain all receipts covering maintenance on your vehicle, but SOA cannot deny warranty solely for the lack of receipts or for your failure to ensure the performance of all scheduled maintenance.

What Subaru Will Do; How to Get Warranty Service

Defective parts will be repaired, or at the option of SOA or an Authorized SUBARU Dealer, replaced without charge to you for materials and labor (including diagnosis). Warranty claims must be made as soon as reasonably possible after a defect is discovered. It is recommended that warranty service be performed by the SUBARU Dealer who sold you the vehicle, although warranty service will be performed by any Authorized SUBARU Dealer anywhere in the United States. When a warranty repair is needed, the vehicle must be brought to an Authorized SUBARU Dealer's place of business during normal business hours. In all cases, a reasonable time, up to 30 days, must be allowed for the warranty repair to be completed after the vehicle is received by the Dealer.

In case of an emergency where an Authorized SUBARU Dealer is not reasonably available, repairs may be performed at any available service facility or by the owner using any replacement part. A part not being available within 30 days or a repair not being completed within 30 days constitutes an emergency. SOA will reimburse you for such repairs that are covered under this warranty provided that you make a claim. SOA encourages you to submit your claim as soon as possible after having the emergency repairs performed. SOA will reimburse you for expenses, including diagnosis, at a cost not to exceed SOA suggested retail price for warranted parts replaced and for labor charges which are based on SOA recommended time allowance for the repair multiplied by a labor rate per hour appropriate for that geographical location. You must keep all replaced parts as well as all parts and labor receipts as a condition of reimbursement for emergency repairs not performed by an Authorized SUBARU Dealer.

To make a claim for reimbursement, write to SOA at SUBARU Plaza, P.O. Box 6000, Cherry Hill, NJ 08034-6000, Attention: Customer Dealer Services. To help speed the processing of your claim, be sure to include (1) your name and address, (2) your telephone number, both home, business and cell, (3) the vehicle identification number, (4) a photocopy of the entire repair bill, and (5) a description of the emergency situation.

If your vehicle should fail a Smog Check test, you should present a copy of the Smog Check test failure printout to an Authorized SUBARU Dealer when making a claim under the performance warranty provisions. You must be notified within 30 days that the claim is not valid, or SOA will repair your vehicle free of charge, unless the delay was caused by an event not attributable to SOA or its Authorized SUBARU Dealer.

California Emission Control Systems Warranties (cont.)

Your Maintenance Responsibilities

It is your responsibility to have all required scheduled maintenance services performed at the times and mileage stated in the Owner's Manual and this Warranty & Maintenance Booklet. SOA recommends that you retain receipts & maintenance records that show that the required maintenance services have been performed at the stated intervals. SOA will not deny a warranty claim solely because you have no record of maintenance; however, SOA may deny a warranty claim if a failure to perform required maintenance resulted in the failure of a warranted part. The receipts and maintenance records should be given to each subsequent owner of the vehicle.

Recommendations for Maintenance Service Replacement Parts

It is recommended that any replacement parts used for maintenance, repair or replacement of emission control systems be Genuine SUBARU Replacement Parts. Without invalidating this warranty, you may elect to have maintenance, replacement or repair of the emission control devices and systems performed by any automotive repair establishment or individual, and may elect to use parts other than Genuine SUBARU Replacement Parts, for such maintenance, replacement or repair. However, the cost of such service or parts will not be covered under this warranty.

Use of replacement parts which are not of equivalent quality to Genuine SUBARU Replacement Parts may impair the effectiveness of emission control systems. If other than Genuine SUBARU Replacement Parts are used for maintenance, replacement or repair of components affecting emission control, you should assure yourself that such parts are warranted by their manufacturer to be equivalent to Genuine SUBARU Replacement Parts in performance and durability. SOA, however assumes no liability under this warranty with respect to parts other than Genuine SUBARU Replacement Parts. The use of replacement parts, which are not authorized by SOA, does not invalidate the warranty on other components unless the non-authorized parts cause damage to warranted parts.

General

THESE CALIFORNIA SPECIFICATION EMISSION CONTROL SYSTEM WARRANTIES ARE THE ONLY EXPRESS WARRANTIES BY SOA ON THE VEHICLE'S EMISSION COMPONENTS AND ARE LIMITED IN DURATION TO THE TIME PERIOD OF THE WRITTEN WARRANTY FOR THE RESPECTIVE COMPONENTS. THESE WARRANTIES ARE IN LIEU OF ALL OTHER OBLIGATIONS, LIABILITIES OR WARRANTIES, WHETHER EXPRESS OR IMPLIED. ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE END AT THE SAME TIME COVERAGE ON THE PARTICULAR COMPONENT ENDS. SOA, its Distributors, and Authorized SUBARU Dealers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply. These warranties give you specific legal rights and you may also have other rights under state law.

Customer Assistance

SOA wishes to help assure that these Emission Control Systems warranties are properly administered. In the event that you have any questions or comments concerning the performance or servicing of your SUBARU, it is recommended that you take the following steps:

1. Contact your SUBARU Dealer and speak with the Service, Parts or Sales Manager. Concerns are usually resolved most quickly by the Dealer.
2. If your concern is not resolved, contact the General Manager or Owner of the Dealership.
3. If your concern cannot be resolved quickly by the dealership personnel or management, contact the Customer Dealer Services Department at SOA:

**SUBARU of America, Inc.
SUBARU Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
1-800-SUBARU3 (1-800-782-2783)**

For further information on this Emission Warranty, you may contact the California Air Resources Board, 9480 Telstar Avenue, Suite 4, El Monte, California 91731.

California and Federal Emission Control System Warranty Part List

Parts Covered Under the California Emissions Defect Warranty 3 Years/50,000 Miles and Federal Emissions Defect Warranty 3 Years/36,000 Miles

Powertrain Control System

ABS Control Unit
Accelerator Position Sensor
Air/Fuel Ratio Sensor
Data Link Connector
Electric Coolant Fan Relays
Engine Control Module (ECM)
Engine Coolant Temperature Sensor
Hydraulic Unit (VDC)
Inhibitor
Intake Air Temperature Sensor
Malfunction Indicator Lamp
Manifold Absolute Pressure Sensor (MAP)
Mass Air Flow Meter
Oxygen Sensor
Rocker Arm and Shaft Sub-assembly (Intake)
Thermostat
Throttle Position Sensor
Vehicle Speed Sensor

Transmission Control System

Manual Transmission Neutral Switch
Revolution AT Sensor Assembly
Stop Light Switch
Transmission Control Module (TCM)
Transmission Control Valve Assembly
Transmission Inhibitor Switch
Transmission Sensor and Harness Assembly

Fuel Management System

Fuel Injectors
Fuel Pressure Regulator
Fuel Pump (Including Controller, Relay, Resistor)
Fuel Rollover Valve
Fuel Tank
Fuel Tank Filler Pipe
Fuel Tank Level Sensor
Fuel Temperature Sensor
Two-way Valve

Air Management System

Air By-Pass Valve (Turbo Pressure Control)
Air Intake Ducts
Duty Solenoid Valve
Electric Throttle Chamber Assembly
Idle Air Control Valve
Intake Manifold
Intercooler Assembly
Solenoid Valve for Air Assist-Injectors
Tumble Generator Valve
Turbocharger Assembly
Turbocharger Duty Solenoid Valve
Valve Lifter

Ignition System

Camshaft Position Sensor
Camshaft Sprocket Assembly (Intake)
Crankshaft Position Sensor
Ignition Coil
Ignition Igniter
Ignition Relay
Knock Sensor
Resistor Spark Plugs and Ignition Wires

Catalytic Converter System

Catalytic Converters
Exhaust Manifolds
Exhaust Temperature Sensor

Positive Crankcase Ventilation System

Oil Filler Cap
Oil Flow Control Solenoid Valve
Oil Switching Solenoid Valve
PCV Valve (and Diagnosis Connector)

Exhaust Gas Recirculation System

Electronic Controlled EGR Valve (not Turbo)

Secondary Air Injection System

Secondary Air Combination Valve
(Some with Atmospheric Pressure Sensor)
Secondary Air Pump

Evaporative Emission Control System

Atmospheric Pressure Sensor
Atmospheric Pressure Solenoid Valve (ORVR)
Evaporative Canister (Including Purge Valve)
Evaporative Canister Drain Valve (ORVR)
Evaporative Canister Filter
Evaporative Canister Valve
Evaporative Fuel Cut Valve
Evaporative Purge Solenoid Valve
Fuel Filler Cap
Fuel Tank Pressure Sensor (Except Forester non-turbo model)
Leak Detection Pump (Forester non-turbo)
Purge Valve

California and Federal Emission Control System Warranty Part List (cont.)

Parts Covered Under the California Extended Emission Defect Warranty 7 Years/70,000 Miles (and 8 Years/100,000 Miles)

Catalytic Converter	Inhibitor Harness Assembly (Imp, Leg, Outbk)	Trans Sensor and Harness Assembly (Forester)
Electric Throttle Chamber Assembly	Injector Sub Assembly (Legacy Turbo)	Transmission Control Module (TCM)
Engine Control Module (ECM)	Intake Manifold	Transmission Control Valve Assembly
Exhaust Manifold (Impreza Turbo)	Intercooler Assembly (STI)	Turbocharger Assembly
Fuel Tank	Malfunction Indicator Lamp*	Vehicle Speed Sensor
Hydraulic Unit (VDC)	Revolution AT Sensor Assembly	

(*) In cases where the Combination Meter Circuit Board or the Main Meter Assembly is required to correct a failure of the Check Engine Light to illuminate, coverage applies.

Parts Covered Under the Federal Emissions Extended Defect Warranty 8 Years/80,000 Miles

Catalytic Converters
Engine Control Module (ECM)
Onboard Emissions Diagnostic Device

Parts Covered Under the California Partial Zero Emission Vehicle (PZEV) Extended Defect Warranty 15 Years/150,000 Miles

See parts listing for California Emissions Defect Warranty 3 Years/50,000 Miles

Miscellaneous Items Used In Conjunction With the Repair of the Above Components are Covered

Actuators	Gaskets	Relays
Belts	Grommets	Sealing Devices
Boots	Hoses	Sensors
Clamps	Housings	Springs
Connectors	Mounting Hardware	Tubes
Ducts	Pipes	Valves
Fittings	Pulleys	Wiring

Limited Warranty for Genuine Subaru Replacement Parts and Accessories

Who Makes This Warranty

This warranty is made by SUBARU of America, Inc. ("SOA")*, SUBARU Plaza, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Who is Covered

This warranty only applies to Genuine SUBARU Replacement Parts and Accessories purchased from an Authorized SUBARU Dealer located in the United States. Every owner of the vehicle during the warranty period shall be entitled to the benefits of this warranty. If the vehicle is sold or otherwise transferred during the warranty period for the part or accessory, it is recommended that the new owner be given proof of purchase documents for the part or accessory.

Duration of This Warranty

This warranty begins on the day you purchase a Genuine SUBARU Replacement Part or Accessory and lasts for 1 year regardless of mileage or for the period of coverage remaining for the particular part under the SUBARU New Vehicle Limited Warranty, whichever is longer.

What is Covered

This warranty covers any repairs needed to correct defects in material or workmanship which occur under normal use in any Genuine SUBARU Replacement Part or Accessory purchased after retail sale of the SUBARU vehicle in which the part or accessory is installed (the "vehicle"). Genuine SUBARU Replacement Parts or Accessories installed in your vehicle prior to retail sale of that vehicle are covered under the SUBARU Limited Warranty which appears on Pages 4 through 8 of this Booklet.

This warranty is subject to change. Consult your SUBARU dealer for actual coverage at time of part or accessory purchase.

How to Get Warranty Service

A defective part or accessory will be repaired or, at the option of SOA or your Authorized SUBARU Dealer, replaced using new or remanufactured parts without charge to you for materials. In addition, if the part or accessory was originally installed by an Authorized SUBARU Dealer, you will not be charged for labor. Warranty claims must be made as soon as reasonably possible after a defect is discovered, but before the end of warranty coverage for the particular part. It is recommended that warranty claims be made at the SUBARU Dealer who sold you the part or accessory, although warranty claims can be presented to any Authorized SUBARU Dealer located anywhere in the United States. When a warranty repair or replacement is needed, your vehicle (or, if you prefer, just the part or accessory) must be brought to an Authorized SUBARU Dealer's place of business during normal business hours. Within 1 year after the installation of a Genuine SUBARU Replacement Part or Accessory, SOA will pay the cost of having your vehicle towed to the nearest Authorized SUBARU Dealer if the vehicle cannot be driven due to a defect covered by this warranty, but only if the defective part or accessory was originally installed in your vehicle by an Authorized SUBARU Dealer. In all cases, a reasonable time must be allowed for warranty repairs to be completed after the part or accessory is received by the Dealer.

*For parts and accessories sold in Hawaii only, this warranty is made by SUBARU Hawaii, 2850-A Pukoloa St., Suite 202, Honolulu, HI 96819, which is solely responsible for all matters related to the warranty on such parts and accessories. For simplicity in this warranty only, SUBARU of Hawaii, will also be called "SOA".

Limited Warranty for Genuine Subaru Replacement Parts and Accessories

Rust Perforation Coverage

Defective Genuine SUBARU Replacement sheet metal body panels that are rusted completely through from the inside out (perforated by corrosion) will be repaired or, at the option of SOA or your Authorized SUBARU Dealer, replaced under this warranty. To obtain warranty coverage, your vehicle must be brought to an Authorized SUBARU Dealer located anywhere in the United States as soon as reasonably possible after the discovery of rust perforation. The following items are not covered: (1) rusting of the outside of the underbody (floor pan) or any other part of the vehicle except body panels; (2) rust resulting from alteration of any body panels; (3) rust as a result of damage to paint caused by normal road hazards such as stones or other debris; (4) body panel rust caused by abuse, lack of maintenance, or damage to the vehicle; (5) rust caused by sand, mud, salt, submergence of a body panel in water, exposure to industrial fallout, chemical fallout, tree sap, hail, or other causes beyond the control of SOA; and (6) other items listed under "What Is Not Covered", below.

In general, RUST PERFORATION COVERAGE applies to perforation due to corrosion only. Perforation is a rust-through condition, such as an actual hole in a sheet metal panel. Cosmetic or surface corrosion, such as that caused by stone chips or scratches in the paint, is not covered under this warranty. In addition, SOA or your SUBARU dealer reserves the right to decide whether painting the repaired or replaced panel to match the original finish is feasible. SOA will not, under any circumstances, pay for painting the entire vehicle solely to match paint color.

Your Responsibility to Retain Proof of Purchase and Maintenance

It is your responsibility to retain documents which show the date of purchase and, if applicable, installation of the part or accessory and to present those documents upon request at the time a warranty claim is made. Failure to present proof of purchase documents upon request may result in denial of your warranty claim. If applicable, it is also your responsibility to retain proof that all inspection and maintenance services are performed when recommended and to check fluid levels and tire pressure regularly.

What is Not Covered

This warranty does not cover: (1) any part or accessory which is covered by any other written warranty from its manufacturer or from SOA; (2) any part or accessory installed in the vehicle prior to or at the time of its delivery; (3) the performance of any normal maintenance services or replacement of any normal maintenance or wear items, except brake pad/shoe linings, clutch disk linings and wiper blades, which are covered for a period of 1 year, regardless of mileage; (4) normal deterioration of appearance items; (5) labor unless the part or accessory was originally installed by an Authorized SUBARU Dealer; (6) labor and material expenses for repairs performed at any facility other than that of an Authorized SUBARU Dealer; and (7) the replacement of lost or contaminated lubricants or fluids (such as refrigerant in an air conditioning unit) unless the loss or contamination is a direct result of a defect covered under this warranty.

This warranty does not cover any part or accessory which malfunctions, fails or is damaged due to: (1) objects striking the vehicle or any road hazards, whether on or off the road; (2) collision, accident, abuse, neglect, misuse, or any other cause beyond the control of SOA; (3) the failure either to perform any normal maintenance on or follow any operating instructions for the part or accessory; (4) the failure to follow the operating instructions for the vehicle set forth in the Owner's Manual or failure to follow the Schedule of Recommended Inspection and Maintenance for the vehicle set forth in this Warranty & Service Booklet; (5) improper installation, adjustment or repair of the vehicle or improper adjustment, repair or installation of the part or accessory; (6) alterations made by changing, adding to or removing any items from the vehicle or from the part or accessory; (7) installation in or attachment to the vehicle of accessories or equipment not approved or recommended by SOA; (8) commercial use of the vehicle, unless this exclusion is expressly waived in writing by SOA; (9) use of the vehicle in any race or competitive event; (10) airborne fallout (including, but not limited to, chemicals, tree sap, bird droppings), salt, hail, windstorm, flooding, water, lightning, extreme temperatures, or any other environmental cause; (11) failure to follow recommendations on fuel use contained in the Owner's Manual; (12) the vehicle being dismantled or changed in such a manner that constitutes a material alteration of its original construction; (13) damage to a covered part directly caused by the failure of a non-covered part or event; and (14) damaged caused by adding or applying chemicals other than those approved or recommended by SOA.

Limited Warranty for Genuine Subaru Replacement Parts and Accessories

This vehicle is not eligible for parts warranty coverage if: (1) the vehicle identification number is altered or cannot be read; (2) the vehicle has been declared a total loss or sold for salvage purposes; (3) the vehicle has been dismantled, destroyed or changed in such a manner that constitutes a material alteration of its original construction; (4) the odometer mileage has been changed so that mileage cannot be readily determined (5) the vehicle is ever used in any race or other competitive event.

Warning Concerning Non-Genuine Subaru Replacement Parts and Accessories

Genuine SUBARU Replacement Parts and Accessories are new or remanufactured items which have been approved, recommended, and supplied by SOA for installation on the vehicle. Some dealers sell Genuine SUBARU Replacement Parts and Accessories, as well as other parts and accessories. This warranty applies only to Genuine SUBARU Replacement Parts and Accessories. It does not apply to any other parts or accessories.

General

SOA, through an Authorized SUBARU Dealer, will repair or replace under this warranty Genuine SUBARU Replacement Parts or Accessories that malfunction or fail during the warranty period as a result of a manufacturing defect. When a defective part or accessory was originally installed by an Authorized SUBARU Dealer, the servicing SUBARU Dealer also will replace, without charge, all lubricants and fluids which become contaminated or lost as a result of making any such repairs. However, SOA has no control over damage which occurs to the part or accessory caused by such things as objects striking the vehicle, collision, misuse, improper installation or lack of maintenance. Therefore, damage to a part or accessory for any reason which occurs as a result of the way the vehicle is operated or treated is not covered under this warranty.

SOA, its Distributors, and Authorized SUBARU Dealers reserve the right to make changes in parts and accessories sold by them at any time without incurring any obligation to make the same or similar changes in parts and accessories previously sold by them.

THIS WARRANTY IS THE ONLY EXPRESS WARRANTY BY SOA ON GENUINE SUBARU REPLACEMENT PARTS AND ACCESSORIES PURCHASED AFTER DELIVERY OF THE VEHICLE IN WHICH THEY ARE INSTALLED. SOA, its Distributors, and Authorized SUBARU Dealers do not authorize any person to assume for any of them any obligations or liabilities greater than or different from those set forth in this warranty.

This warranty gives the owner specific rights, and the owner may also have other rights which vary from state to state.

ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE APPLICABLE TO THE PART OR ACCESSORY IS LIMITED IN DURATION TO THE PERIOD OF THIS WARRANTY. Some states do not allow limitations on how long an implied warranty lasts; therefore, the above limitation may not apply.

SOA, ITS DISTRIBUTORS, AND AUTHORIZED SUBARU DEALERS SHALL NOT BE LIABLE FOR ANY LOSS OF USE OF THE VEHICLE, FOR ANY ALTERNATE TRANSPORTATION, LODGING, FOOD OR TELEPHONE EXPENSES, FOR ANY DAMAGE TO GOODS, COMMERCIAL LOSS, LOSS OF TIME OR INCONVENIENCE, OR FOR ANY OTHER INCIDENTAL OR CONSEQUENTIAL DAMAGES. Some states do not allow the exclusion or limitation of incidental or consequential damages; therefore the above limitation or exclusion may not apply.

Tips for Receiving Continuing Satisfaction from Your New Subaru

Dealer Preparation and Adjustment Service

Your complete satisfaction with your new SUBARU is of the utmost importance to the selling Dealer, to your regional Distributor and to SOA. For this reason, the selling Dealer has carefully prepared your new SUBARU according to a Dealer Preparation program recommended by SOA, to be sure the vehicle meets, in appearance and performance, the high standards of quality which have been set.

Repairs After the Warranty Period and Subsequent Inspection and Maintenance Services

We strongly recommend that you use the Service Department of an Authorized SUBARU Dealer to have all repairs, inspection and maintenance services performed. They "know" your SUBARU, they quickly receive all up-to-date product information, and they are best qualified to serve your needs using trained technicians and special service tools.

Relationship of Dealer, Distributor and Subaru of America, Inc.*

All SUBARU vehicles are either sold by SOA to Authorized SUBARU Distributors, which in turn establish Authorized SUBARU Dealers for the retail sale of SUBARU vehicles and products or are sold by SOA through its regional distribution offices to Authorized SUBARU Dealers for the retail sale of SUBARU vehicles and products.

What to Do if You Have a Question or Problem

In the event that you have any questions or comments concerning the performance or servicing of your SUBARU, it is recommended that you take the following steps:

1. Contact your SUBARU Dealer and speak with the Service, Parts or Sales Manager. Concerns are usually resolved most quickly by the Dealer.
2. If your concern is not resolved, contact the General Manager or Owner of the Dealership.
3. If your concern cannot be resolved quickly by the Dealership personnel or management, contact the Customer Dealer Services Department at SOA.

SUBARU of America, Inc.
SUBARU Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
www.SUBARU.com

Please Supply the Following Information:

Your name and address

Your daytime telephone number

The vehicle identification number (serial number) which may be found on the inside front cover of this Warranty & Maintenance Booklet, your vehicle registration or insurance card, or may be read by looking at the dashboard of your vehicle through the windshield on the driver's side.

The Dealer's name and location

The age and current mileage of your vehicle

The nature of your concern

*For vehicles delivered in Hawaii, SUBARU Hawaii has the exclusive responsibility for providing you with satisfaction in all areas described in this Warranty & Maintenance Booklet.

Tips for Receiving Continuing Satisfaction from Your New Subaru

Please keep in mind that in most cases your concerns can be resolved most quickly through the Dealership which you contacted in steps 1 or 2, using that Dealer's personnel, equipment and facilities. Therefore, you will save time by following the steps in the order listed above.

Your Complete Satisfaction is Important to Us.

For further information on Emissions Warranty, you may contact the U.S. Environmental Protection Agency and/or the California Air Resources Board at the addresses below:

U.S. Environmental Protection Agency
Compliance & Innovative Strategies Division
Light Duty Vehicle Group
2000 Traverwood Drive
Ann Arbor, MI 48105
Attn: Mr. Ted Trimble

California Air Resources Board
9480 Telstar Avenue, Suite 4
El Monte, CA 91731

Driving Hints

Your new SUBARU represents some of the latest engineering techniques in the modern automotive field. Your investment can be made to last, with some simple care, for years to come.

The following items are suggested as a weekly check. Simple instructions can be found in the Owner's Manual by referring to the index.

- Check tire pressure — tires cold.
- Check engine oil level — engine off.
- Check radiator coolant — engine cold.
- Turn lights on — walk around vehicle for visual check.
- Keep glass clean inside and out.
- Check brake fluid level and power steering fluid level.
- Check automatic transmission fluid level.
- Check battery visually.
- Check horn operation.
- Check operation and condition of wipers and windshield washers.

Of course, normal periodic maintenance should be carried out at the mileage/months suggested in the maintenance section of this Booklet.

Your SUBARU is designed to use *Unleaded Gasoline only*. Other specific fuel blends are discussed in the Owner's Manual for your vehicle. Use of LEADED fuels will contaminate the catalytic converter in the exhaust system and render it useless, which could be detrimental to the atmosphere and the operation of your vehicle.

Tips for Receiving Continuing Satisfaction from Your New Subaru

Distributor

SUBARU OF NEW ENGLAND

95 Morse Street
Norwood, MA 02062
(781) 255-6369

SUBARU DISTRIBUTORS CORP.

6 Ramland Road
Orangeburg, NY 10962
(845) 359-2500

SUBARU Hawaii

2850-A Pukoloa St.
Suite 202
Honolulu, HI 96819
(808) 564-2260

Region

Connecticut
Massachusetts
Maine
New Hampshire
Rhode Island
Vermont

Northern New Jersey
New York

Hawaii

Safety Inspection

Your SUBARU vehicle has been produced with great attention to detail on all items affecting safety. Your SUBARU meets all applicable requirements of Federal Motor Vehicle Safety Standards in effect at the time the vehicle was produced.

In furthering our continued interest in highway safety, SOA urges each SUBARU owner to have an annual safety inspection made on his or her vehicle. The safety inspection is to be made in addition to the recommended periodic maintenance services. Some states make a safety inspection mandatory and require it to be done more frequently than once a year. SUBARU owners should comply with the state law where they reside. The safety inspection is a maintenance service and is not covered under the SUBARU Limited Warranties.

Recommended Safety Inspection

1. Brake System
 - a. Adjustment and pedal travel
 - b. Fluid level
 - c. Condition of linings
2. Steering System
 - a. Wheel alignment
 - b. Excessive looseness in steering wheel
 - c. Loose tie rods
 - d. Condition of ball joints
3. Tires and Wheels
 - a. Tread depth
 - b. Uneven wear
 - c. Cuts, breakage and abrasions
 - d. Tire pressure
 - e. Bent wheel rims
4. Exhaust System
 - a. Tightness
 - b. Leaks
 - c. Damages or missing parts
 - d. Operation of emission control system
5. Glass and Mirrors
 - a. Discoloration
 - b. Cracked, broken or missing
6. Doors
 - a. Operation of door locks
7. Seat Belts
 - a. Proper operation
8. Horn
 - a. Proper operation
9. Lights and Switches
 - a. Headlight adjustment
 - b. Dimmer switch operation
 - c. Operation of dash warning lights and indicator lights
 - d. Broken or cracked lens
 - e. Burned out bulbs
10. Turn Signal
 - a. Operation of external lamps
 - b. Operation of flasher
 - c. Operation of hazard warning
11. Windshield Wiper and Washer
 - a. Condition of blades
 - b. Proper operation of wipers
 - c. Proper operation of washer
 - d. Quantity of washer fluid

Schedule of Inspection and Maintenance Services

Maintaining Your Vehicle's Finish

The best way to preserve your vehicle's finish and aid in avoiding rust is to keep the vehicle clean by washing frequently. Wash the vehicle only with lukewarm or cold water. Do not wash the vehicle in the direct rays of the sun, or use strong soap or chemical cleaners. Any cleaning agents used should be washed off promptly and not allowed to dry on the finish.

Calcium chloride and other salts, ice melting agents, road oil and tar, tree sap, bugs, bird droppings, chemicals from industrial chimneys and other foreign matter may damage the finish if left on the painted surfaces. Prompt washing may not completely remove all these deposits. Additional cleaners may be needed. When using chemical cleaners developed for this purpose, be sure they are safe for use on painted surfaces.

Any stone chips, fractures or deep scratches in the finish should be repaired promptly. Bare metal will corrode quickly and can develop into major repair expense. Minor chips and scratches can be repaired with touch-up materials available from your SUBARU Dealer.

If your vehicle is damaged and requires sheet metal repair or replacement, be sure the body shop uses Genuine SUBARU Replacement Parts.

Maintenance

Vehicle maintenance is an important factor for proper vehicle operation. The vehicle's driver should ensure that fluid levels (engine oil, coolant, etc.) are checked frequently (i.e., each time you add fuel) in accordance with the instructions in the Owner's Manual.

We suggest that you schedule an appointment at any Authorized SUBARU Dealer for any of the recommended services outlined on the following pages.

The frequency of scheduled inspection and maintenance services as set forth is minimal. However, it may be necessary that they be performed more frequently depending on road conditions, weather, atmospheric conditions, vehicle usage and individual driving habits. See Page 30 and 32 for maintenance suggestions under severe driving conditions.

Maintenance, repair or replacement of the emission control devices and systems of your vehicle may be performed by any automotive repair establishment or individual, using any automotive part which its manufacturer has certified will not result in a failure of your vehicle to comply with the regulations of the U.S. Environmental Protection Agency. Please see the Emission Control Systems Warranties for details.

Symbols used:

- R – Replace
- I – Inspect, correct or replace if necessary
- P – Perform

Continue periodic maintenance beyond 120,000 miles (192,000 km) or 120 months by returning to the second column of the maintenance schedule and adding 120,000 miles (192,000 km) or 120 months to the column headings.

2012 MY Federal Specifications Vehicles

MAINTENANCE ITEM		MAINTENANCE INTERVAL (Number of months or km (mi), whichever occurs first)																			REMARKS
	Months x 1,000 km x 1,000 mi	3.0 4.8 3.0	7.5 12.0 7.5	15 24 15	22.5 36.0 22.5	30 48 30	37.5 60.0 37.5	45 72 45	52.5 84.0 52.5	60 96 60	67.5 108.0 67.5	75 120 75	82.5 132.0 82.5	90 144 90	97.5 156.0 97.5	105 168 105	112.5 180.0 112.5	120 192 120	132 220 137.5		
1	Drive belt(s) [Except camshaft] *All turbo models.					I				I					I		*R		I		
2	Camshaft drive belt [Except 3.6L, 2.5L Forester N/A]					I				I					I		R				See NOTE 11
3	Engine oil (*Only 3.6L Vehicles)	*R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	NOTE 1
4	Engine oil filter (*Only 3.6L Vehicles)	*R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	NOTE 1
5	Replace engine coolant and inspect cooling system, hoses and connections					I				I					I				I	P	NOTE 12 & 14
6	Fuel system, lines and connections					I				I					I				I		NOTE 6 & 7
7	Fuel Filter									R									R		NOTE 2
8	Air cleaner element						R								R				R		NOTE 8
9	Spark Plug																		R		
10	Transmission/Diff. (front & rear) lubricants (Gear oil)					I				I					I				I		NOTE 3
11	Automatic transmission fluid & CVT fluid					I				I					I				I		NOTE 4 & 9
12	Brake fluid					R				R					R				R		NOTE 5
13	Disc brake pads and discs, Front and rear axle boots and axle shaft joint portions			I		I		I		I		I		I		I		I		I	NOTE 6
14	Brake linings and drums					I				I					I				I		NOTE 6
15	Inspect brake lines and check operation of parking and service brake system			P		P		P		P		P		P		P		P		P	NOTE 6
16	Clutch operation			I		I		I		I		I		I		I		I		I	
17	Steering and suspension			I		I		I		I		I		I		I		I		I	NOTE 6
18	Front and rear wheel bearing lubricant									I									I		
19	Rotate and Inspect tires		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	NOTE 10
20	A/C Filter	Replacement Interval																		NOTE 13	

R=Replace. I=Inspect, correct or replace if necessary. P=Perform.

2012 MY Federal Specifications Vehicles

Notes:

1. When the vehicle is used under severe driving conditions,** the engine oil and filter should be changed every 3,750 miles (6,000 km) or 3 3/4 months.
 2. When the vehicle is used in extremely cold or hot weather areas, contamination of the filter may occur and filter replacement should be performed more often.
 3. When the vehicle is frequently operated under severe driving conditions**, replacement should be performed every 15,000 miles (24,000 km).
 4. When the vehicle is frequently operated under severe driving conditions**, ATF fluid replacement should be performed every 15,000 miles (24,000 km) and CVT fluid replacement should be performed every 24,855 miles (40,000 km).
 5. When the vehicle is used in high humidity areas or in mountainous areas, change the brake fluid every 15,000 miles (24,000 km) or 15 months, whichever occurs first.
 6. When the vehicle is used under severe driving conditions,** inspection should be performed every 7,500 miles (12,000 km) or 7 1/2 months, whichever occurs first.
 7. This inspection is not required to maintain emission warranty eligibility and it does not affect the manufacturer's obligations under EPA's in-use compliance program.
 8. When the vehicle is used in extremely dusty conditions, the air cleaner element should be replaced more often.
 9. The ATF filter is a maintenance free part. The ATF filter needs replacement only when it has physical damage or if the ATF has leaked (SAT only).
 10. A tire should be replaced when the tread wear indicator appears as a solid band across the tread; this occurs when the remaining tread has worn to 0.063 in (1.6 mm) or less.
 11. Periodic inspection and replacement of the camshaft drive chains on the 3.6 Liter, and 2.5L Forester N/A models are not required.
 12. To prevent cooling system leaks, always add Genuine SUBARU Cooling System Conditioner whenever the coolant is replaced.
 13. A/C Filter replacement intervals: Impreza - 12 months/7500 miles (12,000 km); Forester - 12 months/7500 miles (12,000 km); Legacy/Outback - 15 months/15,000 miles (24,000 km); Tribeca - 15 months/15,000 miles (24,000 km).
 14. Subaru Super Coolant 1st replacement interval is 11 years/137,500 miles (220,000 km). 2nd replacement interval is 6 years/75,000 miles (120,000 km) after the 1st.
- **Examples of Severe Driving Conditions:**
- a. Repeated short distance driving. (Items 1, 3, 13 and 14 only)
 - b. Driving on rough and/or muddy roads. (Items 13, 14 and 17 only)
 - c. Driving in dusty conditions.
 - d. Driving in extremely cold weather. (Items 1, 3, and 17 only)
 - e. Driving in areas where road salts or other corrosive materials are used. (Items 6, 13, 14, 15 and 17 only)
 - f. Living in coastal areas. (Items 6, 13, 14, 15 and 17 only)
 - g. Repeated trailer towing. (Items 1, 3, 4, 10, 11, 13 and 14 only)

2012 MY California Specifications Vehicles

MAINTENANCE ITEM		MAINTENANCE INTERVAL (Number of months or km (mi), whichever occurs first)																			REMARKS
Months x 1,000 km x 1,000 mi		3.0 4.8 3.0	7.5 12.0 7.5	15 24 15	22.5 36.0 22.5	30 48 30	37.5 60.0 37.5	45 72 45	52.5 84.0 52.5	60 96 60	67.5 108.0 67.5	75 120 75	82.5 132.0 82.5	90 144 90	97.5 156.0 97.5	105 168 105	112.5 180.0 112.5	120 192 120	132 220 137.5		
1	Drive belt(s) [Except camshaft] *All turbo models.					I				I					I		*R		I		
2	Camshaft drive belt [Except 3.6L, 2.5L Forester N/A]					I				I					I		R				See NOTE 11
3	Engine oil (*Only 3.6L Vehicles)	*R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	NOTE 1
4	Engine oil filter (*Only 3.6L Vehicles)	*R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	R	NOTE 1
5	Replace engine coolant and inspect cooling system, hoses and connections					I				I				I					I	P	NOTE 12 & 14
6	Fuel system, lines and connections					I				I				I					I		NOTE 6 & 7
7	Fuel Filter									R									R		NOTE 2
8	Air cleaner element						R								R				R		NOTE 8
9	Spark Plug													R					R		
10	Transmission/Diff. (front & rear) lubricants (Gear oil)					I				I				I					I		NOTE 3
11	Automatic transmission fluid & CVT fluid					I				I				I					I		NOTE 4 & 9
12	Brake fluid					R				R				R					R		NOTE 5
13	Disc brake pads and discs, Front and rear axle boots and axle shaft joint portions			I		I		I		I		I		I		I		I		I	NOTE 6
14	Brake linings and drums					I				I				I					I		NOTE 6
15	Inspect brake lines and check operation of parking and service brake system			P		P		P		P		P		P		P		P		P	NOTE 6
16	Clutch operation			I		I		I		I		I		I		I		I		I	
17	Steering and suspension			I		I		I		I		I		I		I		I		I	NOTE 6
18	Front and rear wheel bearing lubricant									I									I		
19	Rotate and Inspect tires		P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	NOTE 10
20	A/C Filter	Replacement Interval																		NOTE 13	

R=Replace. I=Inspect, correct or replace if necessary. P=Perform.

Schedule of Inspection and Maintenance Services (cont.)

Notes:

1. When the vehicle is used under severe driving conditions,** the engine oil and filter should be changed every 3,750 miles (6,000 km) or 3 ¾ months.
 2. When the vehicle is used in extremely cold or hot weather areas, contamination of the filter may occur and filter replacement should be performed more often.
 3. When the vehicle is frequently operated under severe driving conditions**, replacement should be performed every 15,000 miles (24,000 km).
 4. When the vehicle is frequently operated under severe driving conditions**, ATF fluid replacement should be performed every 15,000 miles (24,000 km) and CVT fluid replacement should be performed every 24,855 miles (40,000 km).
 5. When the vehicle is used in high humidity areas or in mountainous areas, change the brake fluid every 15,000 miles (24,000 km) or 15 months, whichever occurs first.
 6. When the vehicle is used under severe driving conditions,** inspection should be performed every 7,500 miles (12,000 km) or 7 ½ months, whichever occurs first.
 7. This inspection is not required to maintain emission warranty eligibility and it does not affect the manufacturer's obligations under EPA's in-use compliance program.
 8. When the vehicle is used in extremely dusty conditions, the air cleaner element should be replaced more often.
 9. The ATF filter is a maintenance free part. The ATF filter needs replacement only when it has physical damage or if the ATF has leaked (5AT only).
 10. A tire should be replaced when the tread wear indicator appears as a solid band across the tread; this occurs when the remaining tread has worn to 0.063 inches (1.6mm) or less.
 11. Periodic inspection and replacement of the camshaft drive chains on the 3.6 Liter, and 2.5L Forester N/A models are not required.
 12. To prevent cooling system leaks, always add Genuine SUBARU Cooling System Conditioner whenever the coolant is replaced.
 13. A/C Filter replacement intervals: Impreza - 12 months/7500 miles (12,000 km); Forester - 12 months/7500 miles (12,000 km); Legacy/Outback - 15 months/15,000 miles (24,000 km); Tribeca - 15 months/15,000 miles (24,000 km).
 14. Subaru Super Coolant 1st replacement interval is 11 years/137,500 miles (220,000 km). 2nd replacement interval is 6 years/75,000 miles (120,000 km) after the 1st.
- **Examples of Severe Driving Conditions:**
- a. Repeated short distance driving. (Items 1, 3, 13 and 14 only)
 - b. Driving on rough and/or muddy roads. (Items 13, 14 and 17 only)
 - c. Driving in dusty conditions.
 - d. Driving in extremely cold weather. (Items 1, 3, and 17 only)
 - e. Driving in areas where road salts or other corrosive materials are used. (Items 6, 13, 14, 15 and 17 only)
 - f. Living in coastal areas. (Items 6, 13, 14, 15 and 17 only)
 - g. Repeated trailer towing. (Items 1, 3, 4, 10, 11, 13 and 14 only)

Record of Inspection and Maintenance Services

Inspection	Date of Inspection	Actual Mileage	Name of Service Facility	Authorized Signature
3,000 miles / 3 months; Oil and Filter Change (Only 3.6L)				
7,500 miles / 7 1/2 months				
15,000 miles / 15 months				
22,500 miles / 22 1/2 months				
30,000 miles / 30 months				
37,500 miles / 37 1/2 months				
45,000 miles / 45 months				
52,500 miles / 52 1/2 months				
60,000 miles / 60 months				

Record of Inspection and Maintenance Services (cont.)

Inspection	Date of Inspection	Actual Mileage	Name of Service Facility	Authorized Signature
67,500 miles / 67 1/2 months				
75,000 miles / 75 months				
82,500 miles / 82 1/2 months				
90,000 miles / 90 months				
97,500 miles / 97 1/2 months				
105,000 miles / 105 months				
112,500 miles / 112 1/2 months				
120,000 miles / 120 months				

Added Security®

Be sure to ask your Dealer about Added Security®, the only Extended Service Agreement backed 100% by Subaru of America, Inc. If your SUBARU is less than 36 months old and has less than 36,000 miles on the odometer, you may still qualify for this mechanical repair protection. Contact your dealer today or call us at 1-800-932-0636 for more information. This program is only available in the continental United States and Alaska. Vehicles used commercially are not eligible.

Don't be fooled by imitation service agreements. If you are told by anyone that another program is "just like Added Security®" – call us. We can show you the differences!

Notes

Notes

Notes

RQ15-001

SUBARU

5/22/2015

QUESTION NO 6

DISC 2

Subaru Claims Policies and
Procedures Manual (Section
8.3.13)

Subaru New Vehicle Limited Warranties

8.3.13 2012 Model Year

The following warranty coverage applies to 2012 model year vehicles. These warranties are subject to the terms and conditions defined in the Warranty Statements.

- **Basic New Car Limited Warranty**- 3 years or 36,000 miles, whichever occurs first. (see [section 8.2.1](#))
 - **Adjustment Coverage** - 3 years or 36,000 miles, whichever occurs first. ([see section 8.4.3](#))
 - **Wear Item Coverage** - 3 years or 36,000 miles, whichever occurs first. Items covered are brake pad and shoe linings, clutch disk linings, remote batteries and wiper blades. ([see section 8.2.2](#))
 - **Powertrain Limited Warranty**- 5 years or 60,000 miles, whichever occurs first. ([see section 8.2.4](#))
- The following are the only parts eligible for coverage under the terms of this warranty:

Engine	Transmission and Differential
<ul style="list-style-type: none"> • Engine • Engine block and internal parts • Cylinder heads and valve train • Oil pump and oil pan • Timing belts or gears and cover • Water pump • Flywheel • Intake and exhaust manifolds • Oil seals and 	<ul style="list-style-type: none"> • Transmission case and internal parts • Seals and gaskets • Torque Converter • Electronic transmission control unit • Axle shafts and constant velocity joints (except boots) see (*1) • Propeller Shaft • Wheel Bearings

- | |
|--|
| <ul style="list-style-type: none"> gaskets • Turbocharger assembly |
|--|

(*1) See section 8.4.11 - Axle shaft and/or CVJ damage due to broken, torn, split or damaged boots, allowing the intrusion of road abrasive material is not covered under warranty.

- **Rust Perforation Limited Warranty** - 5 years, regardless of mileage. ([see section 8.2.5](#))
- **Seat Belt Lifetime Limited Warranty** - Coverage lasts for the useful life of the vehicle. ([see section 8.2.3](#))
- **Federal Emissions Performance Warranty**- 2 years or 24,000 miles, whichever occurs first. ([see section 8.2.6.2](#))
- **Federal Emissions Defect Warranty** - 3 years or 36,000 miles, whichever occurs first. ([see section 8.2.6.3](#))
- **Federal Emissions Extended Defect Warranty** - 8 years or 80,000 miles, whichever occurs first. ([see section 8.2.6.4](#))
- **California Emissions Performance and Defect Warranty** - 3 years or 50,000 miles, whichever occurs first. ([see section 8.2.7.4](#) & [section 8.2.6](#))
- **California Emissions Extended Defect Warranty** - 7 years or 70,000 miles, whichever occurs first or 8 years or 100,000 miles, whichever occurs first for 2012 models certified to the optional 150,000 miles emissions standards. ([see section 8.2.7.5](#))

- The following are the **only parts eligible** for coverage under the terms of this 2012 Model Year warranty:

<ul style="list-style-type: none"> • Catalytic Converter • Electric Throttle Chamber Assembly • Engine Control Module (ECM) • Fuel Tank • Hydraulic Unit (VDC) • Inhibiter harness Assembly (Impreza/Legacy/Outback) • Injector Sub Assembly (Legacy Turbo) • Intake Manifold • Exhaust Manifold (Impreza Turbo) • Intercooler Assembly (STI) 	<ul style="list-style-type: none"> • Malfunction Indicator Lamp *** • Transmission Control Module (TCM) • Transmission Control Valve Assembly • Transmission Sensor and Harness Assembly (Forester) • Turbocharger Assembly • Vehicle Speed Sensor • Revolution AT Sensor Assembly
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*** In cases where the Combination Meter Circuit Board or the Main Meter Assembly are required to correct a failure of the Check Engine Light to illuminate, coverage applies.

- **California Partial Zero Emission Vehicle Performance Warranty**- 15 years or 150,000 miles, whichever occurs first. ([see](#)

[section 8.2.7.6](#)) ****

- **California Partial Zero Emission Vehicle Defect Warranty** - 15 years or 150,000 miles, whichever occurs first. ([see section 8.2.7.7](#)) ****

**** Coverage applies to the 2012MY Impreza 2.0i and to the 2012MY 2.5L engine Legacy/Outback/Forester non-turbo models registered for sale in California (and in states which have adopted California Specification Emission Control Systems and Warranties and are registered for use in those states except Oregon, Pennsylvania and Washington vehicles which are not covered under PZEV emissions control warranty).

Subaru - Policies, Guidelines &
Procedures

RQ15-001

SUBARU

5/22/2015

QUESTION NO 7

DISC 2

2013 DecTechTIPS Newsletter



ARTICLES CONTAINED IN THIS ISSUE

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(01)	2014 XV Crosstrek Hybrid Launch - Your Help is Needed ..	03
(01)	Techline New Hours of Operation.....	04
(02)	Engine Oil Expansion: Fact of Fiction?	04
(07)	ODS Code 29 or 37, Electrical Devices and Air Bags Revised .	04

01 QMR OF THE MONTH

We are pleased to announce this month's winner of the QMR of the Month.

Joseph Surette

Subaru of Wakefield in Wakefield, MA

Joe submitted a very detailed QMR reviewing the steps he took in diagnosing evaporative system leaks on some '06 and '07 Forester models. The information Joe provided regarding vacuum leaks from fuel tank cut valves was very detailed and included part numbers involved, related VINs, information on his diagnosis and a possible root cause for the conditions found. All in all it was a fine example of the type of detail we like to see in all QMRs. It also demonstrates an area that is sometimes overlooked in field reports: The reporting of concerns found on older higher mileage vehicles that are out of warranty coverage. While we always greatly appreciate reports on the latest and greatest models and the new and unusual, if there are things you are seeing on older vehicles whether due to age, mileage, or just plain wear we want to hear about those as well. In appreciation for going the extra mile and sharing his experience with us, Joe will be receiving the following from his FSE:

A Subaru Confidence In Motion Jacket and a \$100 Gift Card

Any Subaru Service Technician can participate in QMR of the Month. See the February, 2013 Tech Tips for full details. You may see your name here in a future Tech Tips.

Congratulations Joseph!



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, L.L. Bean, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"

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.



QUALITY DRIVEN® SERVICE



01 FOURTH BI-ANNUAL SUBARU INTERNATIONAL TECHNICIAN COMPETITION AWARDS ANNOUNCED

Subaru of America, Inc., is pleased to announce that Mark Jurkovski of Morrie's Subaru of Minnetonka, MN. took the Bronze Medal at the 2013 Subaru International Technician Competition! This is the third time in four competitions that Subaru of America, Inc. has been awarded a podium finish in Japan.

In addition to receiving his medal, Mr. Jurkovski received a recognition gift from Fuji Heavy Industries (parent company of Subaru of America, Inc.) and a \$500 presentation check for his outstanding performance in the competition.



Mr. Jurkovski has been a Subaru Technician for six years. He received his education and training from the Dunwoody Industrial Institute, and the NCI College of Technology. Mark is also a Certified ASE Master Technician.

Congratulations Mark!

01 SUBARU/ASE MASTER AUTOMOBILE TECHNICIAN OF THE YEAR 2013 AWARD

It is with great pleasure that Subaru of America, Inc. announces and congratulates Greg Sampley of Maple Hill Subaru in Kalamazoo, Michigan with the honor of receiving the Subaru-ASE Master Automobile Technician of the Year 2013 award. This is the fifth year that Subaru of America, Inc. and the National Institute for Automotive Service Excellence have presented this award.

Greg Sampley has been a loyal member of the Maple Hill Subaru family for fourteen years. He has been a Subaru Senior Master Technician since 2009 and was most recently the Subaru Technical Competition Chicago Zone Champion for 2013. Greg has over 22 years experience in the automotive field.

Presentation ceremonies were held on November 20, 2013 at the Fairmont Resort in Newport Beach, CA where Greg was awarded the Subaru Master Automobile Technician of the Year plaque and ASE Medal on behalf of Subaru of America.



Dan Vespertino (Left) - Director - Service Technical and Greg Sampley (Right) - Subaru-ASE Master Automobile Technician of the Year

Thank you for all the hard work Greg and congratulations!

A Special FHI Quality Monitoring Team is currently in the USA monitoring the launch of this much anticipated new model. The Team is very interested in EVERYTHING related to this new Vehicle. They are looking for specific and detailed information on EVERY condition identified. Naturally, this includes any and all repairs performed. It also includes cases when a customer comments on a condition that is deemed to be a normal or operational characteristic, or any improvement opportunity where some feature or function could be made even better.

WE ARE ASKING YOU TO BE OUR EYES AND EARS WITH THIS NEW MODEL.

E-QMRs are the best and preferred reporting method for reporting any new model feedback.

For high priority, unusual, or serious issues, we ask that you call SOA's Technical Helpline right away with all details. When you report something, include pictures and where practical, videos of the condition prior to repair. Providing as much detail as possible on the customer complaint, the actual condition, and your findings are all strongly requested and greatly appreciated. Be sure to save all DTC and freeze frame data before performing any clear memory functions. While there is no guarantee that a change will occur based upon any individual report, we can guarantee that nothing will happen if we don't know about it. Our request is that you report everything, even if it seems small or straightforward to repair.

E-QMRs, Techline or CDS Cases, and Warranty Claims are being reviewed daily. Team Members may contact you for additional details, photos, parts collections, or to arrange for an on-site inspection. We ask your cooperation in quickly responding to these requests for additional information. Please save any and all removed parts no matter how small including gaskets, clips, fasteners, any filtered sediments, or other small bits and pieces.

The more specific information you can provide on each condition or repair the better. Otherwise, you may be contacted multiple times with follow up questions. Please note that questions may come to you regardless if you report the condition in a qmr or not, so please keep detailed notes on each repair.

For example: If you perform a wiring repair, the team will be asking for the wire color, connector number, pin location, and the details of the condition. This would include your comments on if the wire was cut, pinched, corroded, or nicked. If there was a loose pin, bent pin, pin pushed out, wire pulled out of the pin, or simply a soft set connection (connectors not locked together fully). Was the harness strained or stretched? How? Was the circuit open or shorted? Was the operation of the circuit intermittent, or totally inoperative? What related systems were affected? Was the condition temperature or moisture related? They will also want to know the exact details of your repair. How exactly did you fix it? If possible try to get a photo before the condition prior to the repair as one will most likely be requested. This is the kind of detail the team is looking for and is most helpful to them in making product or production improvements quickly and also speed up release of related service information.

As a reminder, E-QMRs must never be used to request escalation of a repair, request information, or for any other purpose than to notify SOA of a new or trending condition.

Authorization or Repair Escalation Requests must always go through normal channels for the fastest, most efficient handling. Paint, Glass or Long Block Authorization requests must go through the Techline Authorization System on Subarunet. All other authorizations must be reviewed in advance with your DPSM.

We thank you all in advance for your continued support and assistance in making this launch successful.

01 TECHLINE NEW HOURS OF OPERATION

In an effort to better support you our dealers; beginning on January 6th 2014, the Subaru Techline will expand the hours of operation between Monday and Thursday. In addition the Techline will be open on Saturdays.

New Hours of Operation are shown as East Coast Time

Monday – Thursday	8:30 AM – 7:30 PM
Friday	10:30AM – 5:00PM
Saturday	9:00 AM – 3:00PM

02 ENGINE OIL EXPANSION: FACT OR FICTION?

Is it necessary to allow for or compensate for temperature changes when determining the proper level on the engine oil dipstick? We asked the technical staff at Idemitsu Lubricants for information about this and received an interesting response. Using a 5 quart engine oil capacity as a baseline, the oil's volume increase (expansion) from room temperature to a normal operating temperature of 210 degrees F would equate to roughly just 3ml (milliliters) which is slightly more than ½ of a teaspoon. If you were to add 3ml of oil to the engine, that small of an amount would not be enough to register a visible level change on the dipstick. Although the level on the dipstick is probably easier to read when the engine oil is cold (thicker viscosity), allowing at least 5 minutes after engine shut-down for the oil to drain back into the sump is the main key to an accurate oil level inspection.

07 ODS CODE 29 OR 37, ELECTRICAL DEVICES AND AIR BAGS REVISED

Should you encounter any model Subaru with a code 29 (ODS Failure), 37 (Buckle switch RH failure) or a combination of the two codes, check to see if the customer is using a low quality aftermarket phone charger or power splitting device in either of the center power plugs. Several cases of these codes have been traced back to a low quality accessories being plugged into the power outlets causing some electrical or radio frequency interference with the ODS module.

In addition to causing false Air Bag codes, this electrical interference can cause Tire Pressure Monitor System (TPMS) codes that will not clear on any model equipped with a TPMS System. Removal of the accessories usually eliminates the condition allowing the DTCs to be cleared. If the condition persists after the removal of any devices, proceed with normal diagnostics using the appropriate service manual.



02-144-13R; Technical Service Bulletin, Surface Treatment Change To Oil Control Piston Rings (2012-2014MY Forester)

E361SFJ000; Accessory Installation Guide, Crossbar Kit (2012-2014MY Impreza 5-Door)

SUTTIPSLOC; Other/Miscellaneous TechTIPS Article Locator Index (Updated 11-2013)

E551SAJ100; Accessory Installation Guide, 2013-2014MY Outback Front Bumper Under Guard

07-59-07R; Technical Service Bulletin, Moisture / Condensation (Water) Formation Inside Exterior Lamp Assemblies

12-159-13; Technical Service Bulletin, Outside Odors Entering the Vehicle Interior

2013 Calendar of Subaru Holidays

Happy Holidays

Tuesday, December 24, 2013 and
Wednesday, December 25, 2013

New Year's Day

Wednesday, January 1, 2014



*** NOW YOU CAN E-MAIL YOUR TECHTIPS INPUT AND SUGGESTIONS TO: TECH@SUBARU.COM ***

This is your chance to offer suggestions for use in future issues of TechTIPS! Make sure that if you e-mail us, you place in the **subject line** of your e-mail "For TechTIPS Newsletter". Thank you!

MODEL: _____

YEAR: _____

VIN: _____

Description of situation encountered: _____

Your suggestion for repair procedure, product improvements, etc.: _____

Please attach separate sheets, if necessary. You may also want to include Service Manual diagrams or references, or your own drawings to assist in describing your suggestion. All information submitted becomes the property of Subaru of America, Inc. Permission is granted to Subaru of America, Inc. to print your name and suggestions in TechTIPS and other Subaru of America, Inc. publications. Mail items to: PO Box 6000, Cherry Hill, NJ 08034-6000.

Your Name: _____ Signature: _____

Dealer's Name: _____ City: _____

Date: _____ Dealer Code: _____

SUBARU TECHLINE
Hours of Operation – Beginning January 6, 2014

Monday – Thursday 8:30 am to 7:30 pm
Friday 10:30 am to 5 pm and Saturday 9 am to 3 pm

RQ15-001

SUBARU

5/22/2015

QUESTION NO 7

DISC 2

8-2-

12_subarunet_announcement



PARTS & SERVICE

To: Service Managers, Service Advisors

From: Subaru of America, Inc., Fixed Operations Training and Recognition Department

Date: August 1, 2012

Subj: Important information regarding the Occupant Detection System (ODS) on Impreza and BRZ

Federal Motor Vehicle Safety Standards, require the use of an Occupant Detection System (ODS). This system is designed to determine if a person is seated in the front passenger seat, and more importantly, if the person is of adequate size to be protected in the event of the deployment of the front passenger seat airbag (SRS) in a moderate to severe frontal collision.

Most Occupant Detection Systems measure the weight of the front seat passenger, to determine if the front passenger seat airbag should deploy.

All 2012 and 2013 Impreza and 2013 BRZ models use a new type of Occupant Detection System called Electrostatic Capacitance Sensor ODS. This system does not use weight to determine whether to turn the Occupant Detection System ON and OFF. *It is important that you understand the operation of this system so that you can explain its operation and precautions to your customers.*

Electrostatic Capacitance Sensor ODS uses electrostatic capacitance to determine passenger airbag status. Electrostatic capacitance represents a material's capability of storing an electrical charge. Have you ever been shocked when walking across a carpeted floor and touching a door knob? This demonstrates your ability to store an electrical charge in your body.

When anyone is seated or when anything is placed on the front passenger seat, there is a change to that capacitance value. This change in capacitance value is what the Electrostatic Capacitance Sensor ODS uses to determine whether the front passenger seat airbag (SRS) will be ON or OFF.

Everything that is placed on the seat has the potential to affect a change in capacitance value. The system can determine whether to change the OFF status of an airbag to ON depending on what is on the passenger seat, which in turn causes a change in capacitance value. Some examples:

- A proper sized passenger will change the OFF status of an airbag to ON
- Plastic, metals and other substances, even if at a heavy weight, will not change the OFF status of an airbag
- A false electrical charge, for example, those caused by laptops that are processing data, cellphones that are on or even an electric device connected to a car charger can cause the airbag status to switch to ON
- When water or anything with high moisture content is spilled on the front passenger seat cushion, the airbag is designed to remain OFF until the seat cushion is dry. This will also be the case if the passenger has moisture on their clothing, such as rain-soaked pants or raingear. In each of these situations, the airbag status may remain OFF even if a passenger is seated.

Subject information for customers:

- “The Electrostatic Capacitance Sensor ODS on 2012 and 2013 Impreza and 2013 BRZ models uses an electric charge to determine what is on the front passenger seat. (To assure the customer that they will not get shocked, use the static electricity and touching the door knob example)
- Advise the passenger not to sit in the front passenger seat if the seat cushion is wet or if their clothing is wet.
- The best way to ensure proper operation is to keep everything off the front passenger seat except a passenger
- For more detailed information, stress to your customer the importance of reading and understanding the Owner Manual

By reading the Owner Manual, your understanding of how this system functions directly affects how confidently you will be able to discuss this ODS system to your customers. For more detailed information on this and other types of Occupant Detection systems used in other model year Subaru vehicles, please click on this link to register and attend a web based technical overview: [technician training video](#).

*Passengers seated in the front of the vehicle must meet all State and Federal regulations according to Federal Motor Vehicle Safety Standard 208. Never install a child seat or booster seat in the front of the vehicle. See Owner Manual for more detail.

Cc: DPSMs, RSOM

RQ15-001

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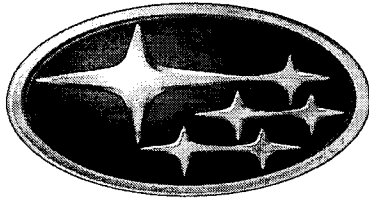
5/22/2015

QUESTION NO 7

DISC 2

ODS Pages 51-55

MSA5P0136C SRS Tech Ref
Booklet



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Confidence in Motion

Technician Reference Booklet

Supplemental
Restraint
Systems

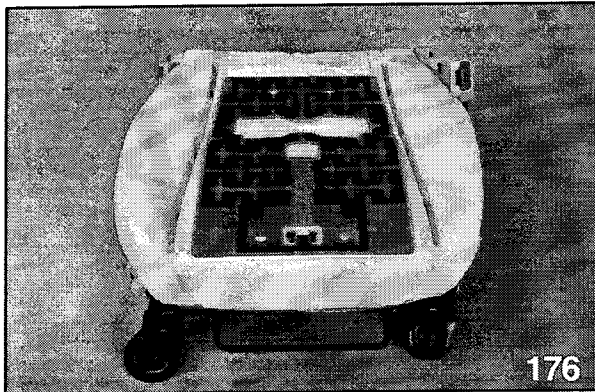


MSA5P0136C

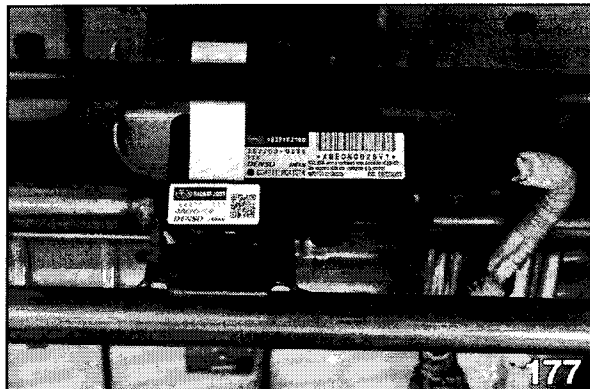
December 2014

Supplemental Restraint System (SRS-604)

Occupant Detection System (ODS)

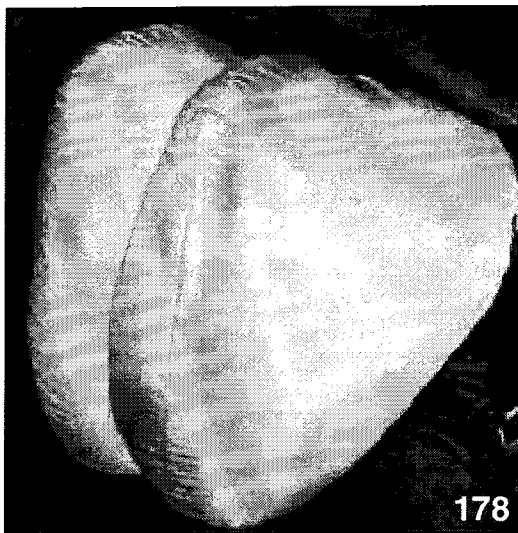


ELECTROSTATIC CAPACITANCE SENSOR SYSTEM



ODS CONTROL UNIT

The Occupant Detection System (ODS) installed on the 2012 Impreza models is classified as an Electrostatic Capacitance Sensor System. Included with this new system is a redesigned airbag. The New Airbag is described as a Groove Type Airbag and increases the safety to the front seat passenger.



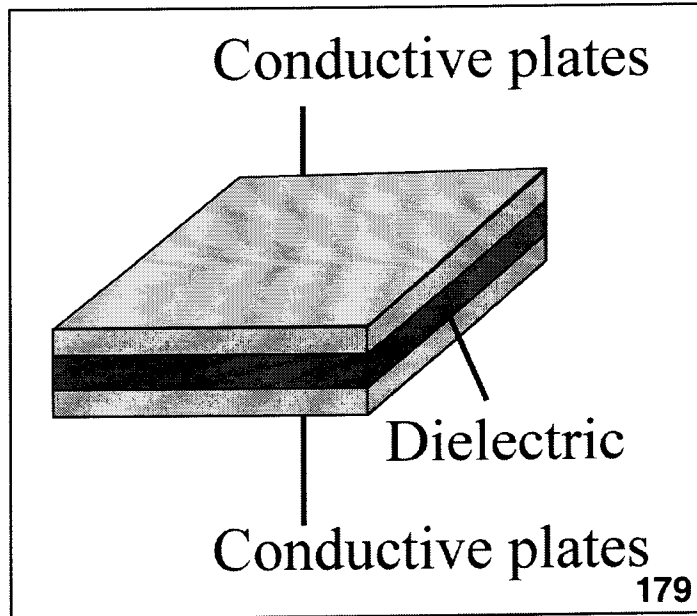
GROOVE TYPE AIRBAG

Supplemental Restraint System (SRS-604)

This type of ODS requires no calibration or zeroing. The system consists of the Seat Sensor and the ODS Control Unit. As in previous systems, the ODS Control Unit communicates with the SRS Control Unit.

The ODS functions by determining the Electrostatic Capacitance of the object placed onto the Front Passenger Seat.

A review of capacitor operation is necessary to understand the operation of the ODS Sensor.



CAPACITOR CONSTRUCTION

A capacitor is constructed of two conductive plates and at least one insulating plate or dielectric. The Dielectric Plate stores electrons while the circuit the capacitor is wired into is complete. The capacitor releases the stored electrons when the circuit is turned off or opened.

During circuit operation electrons from the negative side of the circuit flow into the negative conductive plate and at the same time a positive charge or lack of electrons exists on the positive plate. The result is a flow of electrons through the dielectric but not all of the electrons entering the capacitor exit. Some of the electrons are stored on the dielectric material. Electricity will only flow through the capacitor until the dielectric is saturated or fully charged. The stored electrons on the negative end of the capacitor repel the electrons trying to enter the capacitor and this stops the electrical flow through the capacitor. At this point the capacitor voltage is equal to the supply voltage and a balanced condition exists.

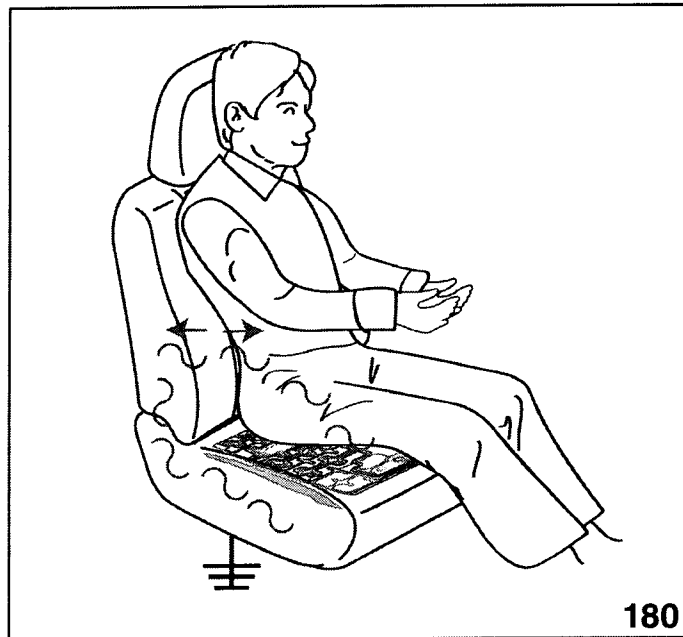
The capacitor will release the stored electrons only after the supply voltage is removed or reduced.

The ODS Electrostatic Capacitance sensor functions nearly the same as the capacitor explanation. The electrode in the seat represents the positive side of the circuit and vehicle body ground represents the negative.

The front seat passenger becomes the dielectric material. Voltage output potential from the Human (as measured with a DVOM), is approximately 500 millivolts. This value is based on weight or water mass of the passenger and will be higher than the voltage output from the ODS System. (Human body is 70% water)

Supplemental Restraint System (SRS-604)

This system sends and receives AC voltage instead of DC. The capacitor formed by the seat electrode, front seat passenger, and the body ground, charges and discharges with the rise and fall of an AC Sine Wave. The AC Sine Wave is generated and received by the ODS Control Unit.



ODS SENSOR MAT OPERATION

An empty seat has only the seat cushion and the air to act as the dielectric material. Both of these materials have a very low dielectric constant so they have a low capacitance (very reluctant to store electrons). The input back to the ODS Control Module will be HIGH.

A person of sufficient weight creates a dielectric with a higher dielectric constant. The human body has a higher capacitance or higher dielectric constant compared to air or seat material. The amount of electrons that a person can store is determined by the mass of the person. This enables the ODS to determine the size of the person occupying the seat.

The higher dielectric constant or higher capacitance results in a LOWER input of voltage back to the ODS Control Unit.

The human body has a dielectric constant of about 50 and water has a dielectric constant of 80. Since these two values are close, a means of detecting water or fluids that contain a high percentage of water needs to be wired into the ODS circuit.

A second electrode of the Electrostatic Capacitance Sensor is located around the main electrode. Water spilled onto the seat will eventually soak down to the main electrode and act as a high capacitance dielectric, completing a path to ground through the seat cushion or seat cover. This condition would keep the passenger airbag status on regardless of the occupancy condition.


Supplemental Restraint System (SRS-604)

The second electrode detects the water in the seat cushion by shorting to the main electrode and the system will go into fail-safe operation (off) until the seat is dry. Water will dry from the surface first and may allow for normal operation until sufficient weight presses' water, deep in the cushion, to surface. This will create another fail-safe condition (off). This cycle may repeat several times until the seat is completely dry.

Before beginning any diagnostics confirm that the vehicle is not being operated with any electrical devices or materials with a high dielectric constant on the front passenger seat.

Note: Electrical devices powered by inverters or auxiliary power supplies may not create any interference with ODS seat detection until the seat occupancy indicator light has changed from off to on. The seat occupancy indicator light will change from off to on if the driver touches the seating area of the front passenger seat long enough to establish the detecting circuit. The electrical device on the seat will maintain the completion of the detecting circuit after the driver has moved their hand away from the seating area.

Note: Keep all electrical devices off of the front passenger seat. Use only Genuine Subaru accessory parts that are installed under the seat.

<p>ATTENTION: GENERAL MANAGER <input type="checkbox"/> PARTS MANAGER <input type="checkbox"/> CLAIMS PERSONNEL <input type="checkbox"/> SERVICE MANAGER <input type="checkbox"/></p>	<p>IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.</p> <table border="1" style="width: 100px; height: 40px;"> <tr> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> </tr> <tr> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> <td style="width: 25px; height: 20px;"></td> </tr> </table>									 <p>SUBARU</p> <hr/> <p>QUALITY DRIVEN® SERVICE</p>
<p>SERVICE BULLETIN</p>										
<p>APPLICABILITY: 2012MY and later Impreza SUBJECT: Introduction of Event Data Recorder (EDR) Function of Airbag Module</p>	<p>NUMBER: 17-15-11 DATE: 10/21/11</p>	<p>181</p>								

SUBARU SAMPLE OF SERVICE BULLETIN HEADER (EDR)

NOTE: REVIEW THE "INTRODUCTION OF EVENT DATA RECORDER (EDR) FUNCTION OF AIRBAG MODULE SERVICE BULLETIN ON STIS.

Always follow the directions provided in the service bulletin to ensure you are complying with all laws and regulations.

Supplemental Restraint System (SRS-604)

Diagnostic trouble codes for the ODS include:

DTC	Item	Content of diagnosis	Reference
B1650	Occupant Classification System Malfunction	<ul style="list-style-type: none"> • Occupant detection sensor is faulty. • Occupant detection control module is faulty. • Occupant detection harness is faulty. • Fuse No. 25 is blown. 	<Ref. to OD(diag)-19, DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1655	Front Buckle Switch RH Failure	<ul style="list-style-type: none"> • Passenger's buckle switch circuit is open, shorted or shorted to ground. • Occupant detection system is faulty. • Occupant detection harness is faulty. 	<Ref. to OD(diag)-21, DTC B1655 FRONT BUCKLE SWITCH RH FAILURE, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1760	Sensor mat abnormal	<ul style="list-style-type: none"> • Occupant detection sensor is faulty. • Occupant detection sensor is open, shorted between terminals, shorted to power supply or shorted to ground. • Seat heater is open. • Occupant detection control module is faulty. 	<Ref. to OD(diag)-22, DTC B1760 SENSOR MAT ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1761	Sensor mat liquid coating abnormal	<ul style="list-style-type: none"> • Detected that the occupant detection sensor is spattered with fluid. • Occupant detection sensor is faulty. • Occupant detection control module is faulty. 	<Ref. to OD(diag)-22, DTC B1761 SENSOR MAT LIQUID COATING ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1771	Buckle switch abnormal	<ul style="list-style-type: none"> • Passenger's buckle switch is faulty. • Passenger's buckle switch circuit is open, shorted or shorted to ground. • Occupant detection system is faulty. • Occupant detection harness is faulty. 	<Ref. to OD(diag)-22, DTC B1771 BUCKLE SWITCH ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1795	ECU internal circuit fault	Occupant detection control module is faulty.	<Ref. to OD(diag)-22, DTC B1795 ECU INTERNAL CIRCUIT FAULT, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>

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DTC FROM SUBARU SERVICE MANUAL

The passenger front lower seat complete (without seat cover) must be replaced if there is a problem with the ODS Control Unit or ODS Sensor Mat.

RQ15-001

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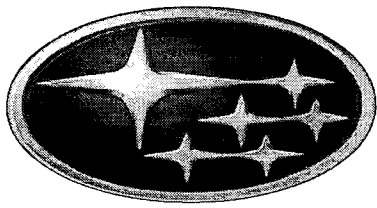
5/22/2015

QUESTION NO 7

DISC 2

ODS Pages 58-62

MSA5P1921C 2012 New
Model Impreza Tech Ref
Booklet



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Technician Reference Booklet

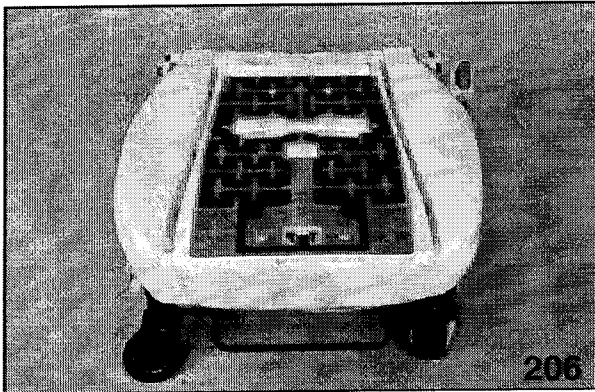
**2012 IMPREZA
INTRODUCTION
New Technology Training
Module 921**



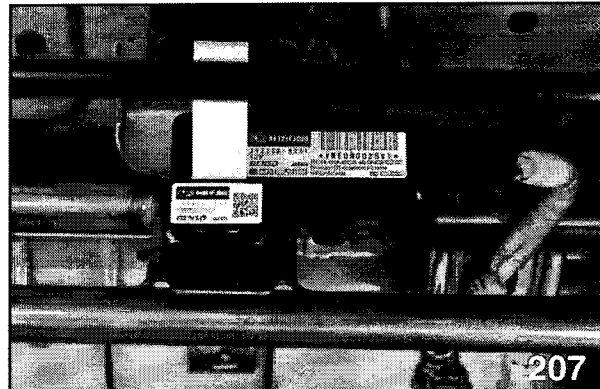
MSA5P1921C

February 2012

Occupant Detection System (ODS)

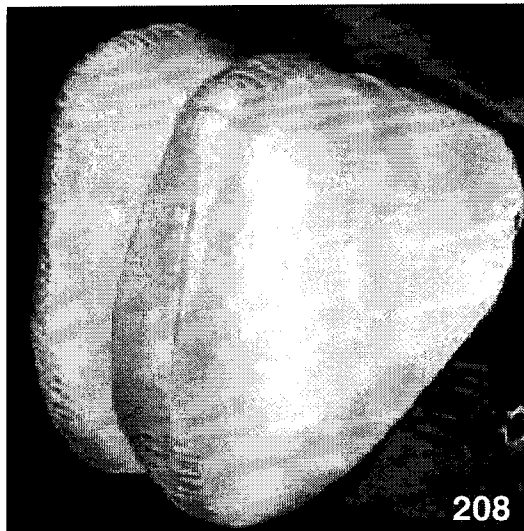


Electrostatic Capacitance Sensor System



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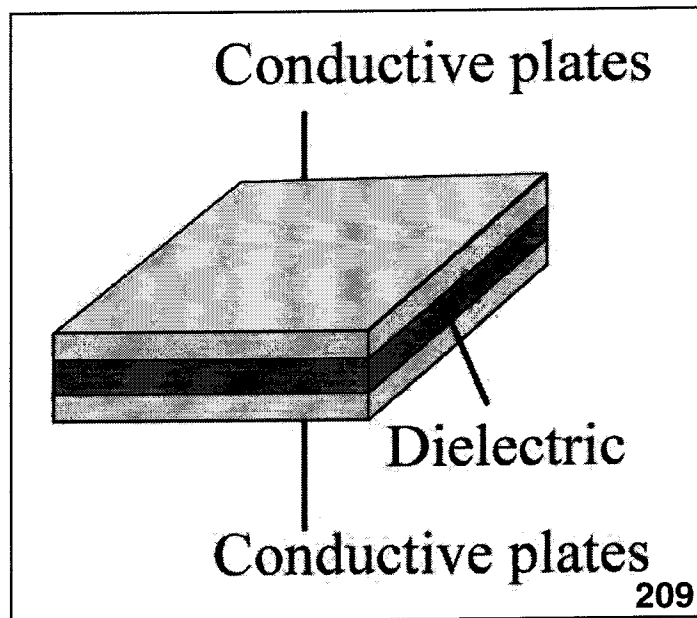


GROOVE TYPE AIRBAG

This type of ODS requires no calibration or zeroing. The system consists of the Seat Sensor and the ODS Control Unit. As in previous systems, the ODS Control Unit communicates with the SRS Control Unit.

The ODS functions by determining the Electrostatic Capacitance of the object placed onto the Front Passenger Seat.

A review of capacitor operation is necessary to understand the operation of the ODS Sensor.



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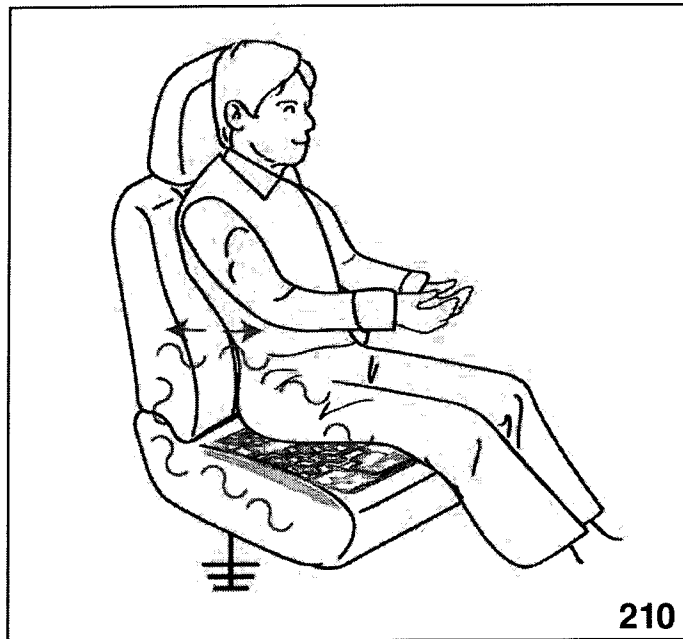
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The front seat passenger becomes the dielectric material. Voltage output potential from the Human (as measured with a DVOM), is approximately 500 millivolts. This value is based on weight or water mass of the passenger and will be higher than the voltage output from the ODS System. (Human body is 70% water)

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A second electrode of the Electrostatic Capacitance Sensor is located around the main electrode. Water spilled onto the seat will eventually soak down to the main electrode and act as a high capacitance dielectric, completing a path to ground through the seat cushion or seat cover. This condition would keep the passenger airbag status on regardless of the occupancy condition.

2012 Impreza Introduction New Technology Training

(Module 921)

The second electrode detects the water in the seat cushion by shorting to the main electrode and the system will go into fail-safe operation (off) until the seat is dry. Water will dry from the surface first and may allow for normal operation until sufficient weight presses' water, deep in the cushion, to surface. This will create another fail-safe condition (off). This cycle may repeat several times until the seat is completely dry.


Before beginning any diagnostics confirm that the vehicle is not being operated with any electrical devices or materials with a high dielectric constant on the front passenger seat.

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Note: Keep all electrical devices off of the front passenger seat. Use only Genuine Subaru accessory parts that are installed under the seat.

Note: Review the Event Data Recorder service bulletin on STIS.

Always follow the directions provided in the service bulletin to ensure you are complying with all laws and regulations.

ATTENTION: GENERAL MANAGER <input type="checkbox"/> PARTS MANAGER <input type="checkbox"/> CLAIMS PERSONNEL <input type="checkbox"/> SERVICE MANAGER <input type="checkbox"/>	IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.	<table border="1"><tr><td> </td><td> </td><td> </td></tr><tr><td> </td><td> </td><td> </td></tr></table>							 SUBARU <hr/> QUALITY DRIVEN® SERVICE
SERVICE BULLETIN									
APPLICABILITY: 2012MY and later Impreza	NUMBER: 17-15-11								
SUBJECT: Introduction of Event Data Recorder (EDR) Function of Airbag Module	DATE: 10/21/11								

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B1795	ECU internal circuit fault	Occupant detection control module is faulty.	<Ref. to OD(diag)-22, DTC B1795 ECU INTERNAL CIRCUIT FAULT, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>

DTC FROM SUBARU SERVICE MANUAL

The passenger front lower seat complete (without seat cover) must be replaced if there is a problem with the ODS Control Unit or ODS Sensor Mat.

RQ15-001

SUBARU

5/22/2015

QUESTION NO 7

DISC 2

Service Bulletin 17-16-12

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All
 Service Personnel
 Should Read and
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 provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2012MY Impreza 2.0L NA **NUMBER:** 17-16-12
SUBJECT: Occupant Detection System (ODS) Occupant Control Unit **DATE:** 05/29/12

INTRODUCTION

If you encounter a customer complaint that the Air Bag Warning Light was illuminated and the Passenger Air Bag Indicator was OFF when the passenger seat was occupied, the Occupant Control Unit may need to be replaced. This bulletin is only applicable if DTC B1650, B1760 and/or B1761 are also stored in memory. A possible occupant action that may have resulted in this condition would be the use of an iPod or cell phone (plugged into the Accessory power outlet) by someone seated in the passenger seat when the ODS is On. Another cause may be a seated passenger touching a metal part of the vehicle that is electrically grounded (i.e. forward/rearward seat adjuster lever) when the ODS is On. The possibility of these conditions affecting the ODS is dependent upon the occupant's personal capacitance. To reduce the possibility of the condition reoccurring, the Occupant Control Unit logic was modified to be less sensitive under those conditions.

Starting with 2012 Impreza, a capacitive type occupant detection sensor is used which has certain characteristics. The system is designed to detect a change in capacitance during operation. If the occupants capacitance rises abnormally high, the system turns off the ODS. Some examples of conditions when this may occur are listed in the owner's manual. If the front passenger's seat cushion becomes wet, this may adversely affect the ability of the system to determine the need for passenger air bag deployment. Also, if luggage or electronic devices are placed on the front passenger's seat, this may also adversely affect the ability of the system to determine the need for passenger air bag deployment. This control unit logic change does not alter the effect of conditions like these on ODS operation. These are characteristic of normal system operation.

COUNTERMEASURE IN PRODUCTION

The modified Occupant Control Unit was incorporated in production starting mid-February, 2012 with the following VINs

MODEL	VIN
Impreza 4dr	C*020463
Impreza 5dr	C*225062

PART INFORMATION

OCCUPANT CONTROL UNIT	
PART NUMBER	APPLICABILITY
98321FJ010	with Seat Heater
98321FJ020	without Seat Heater

Continued...

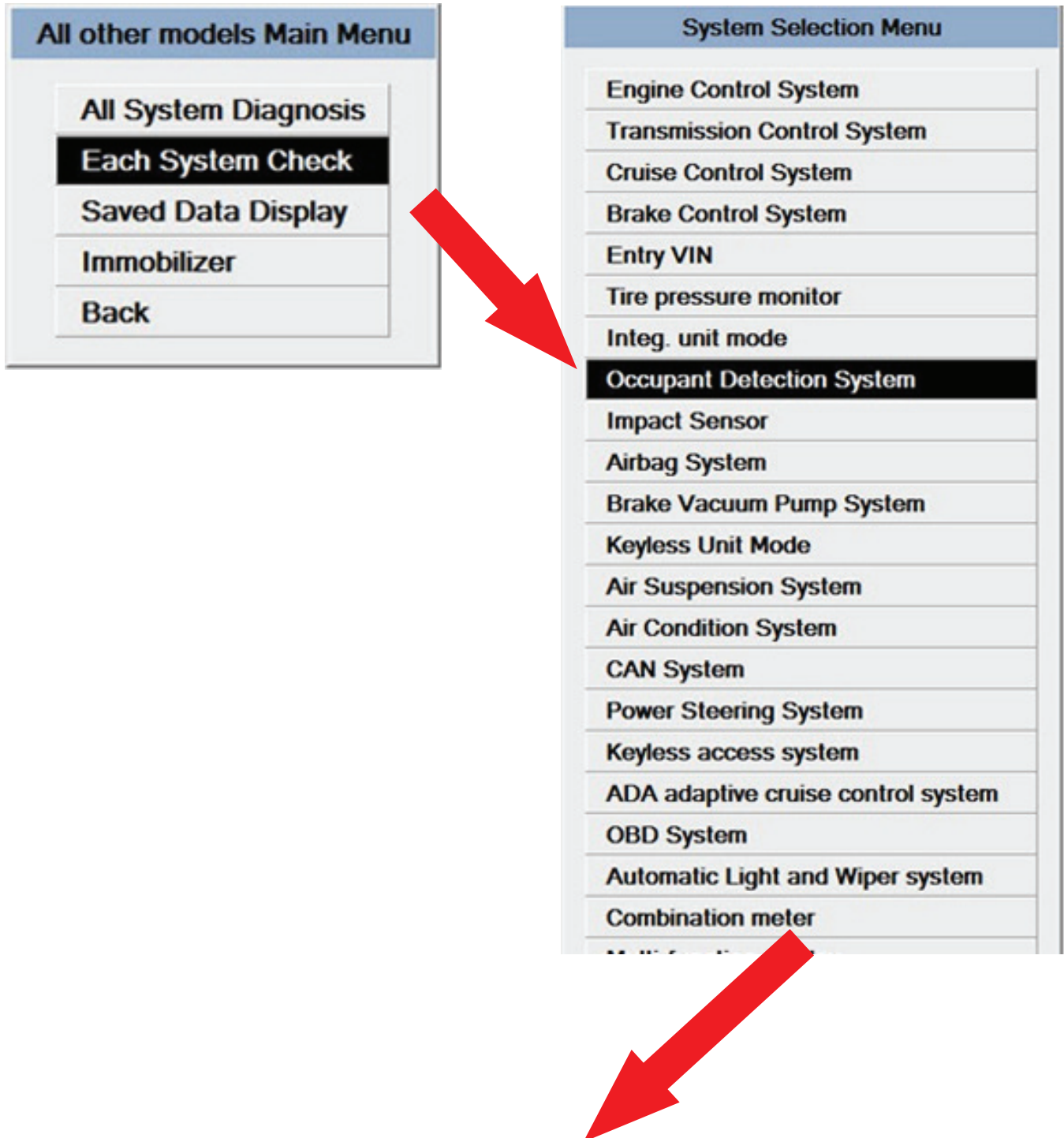
INSPECTION PROCEDURE

Check if the vehicle is equipped with the countermeasure Occupant Control Unit.

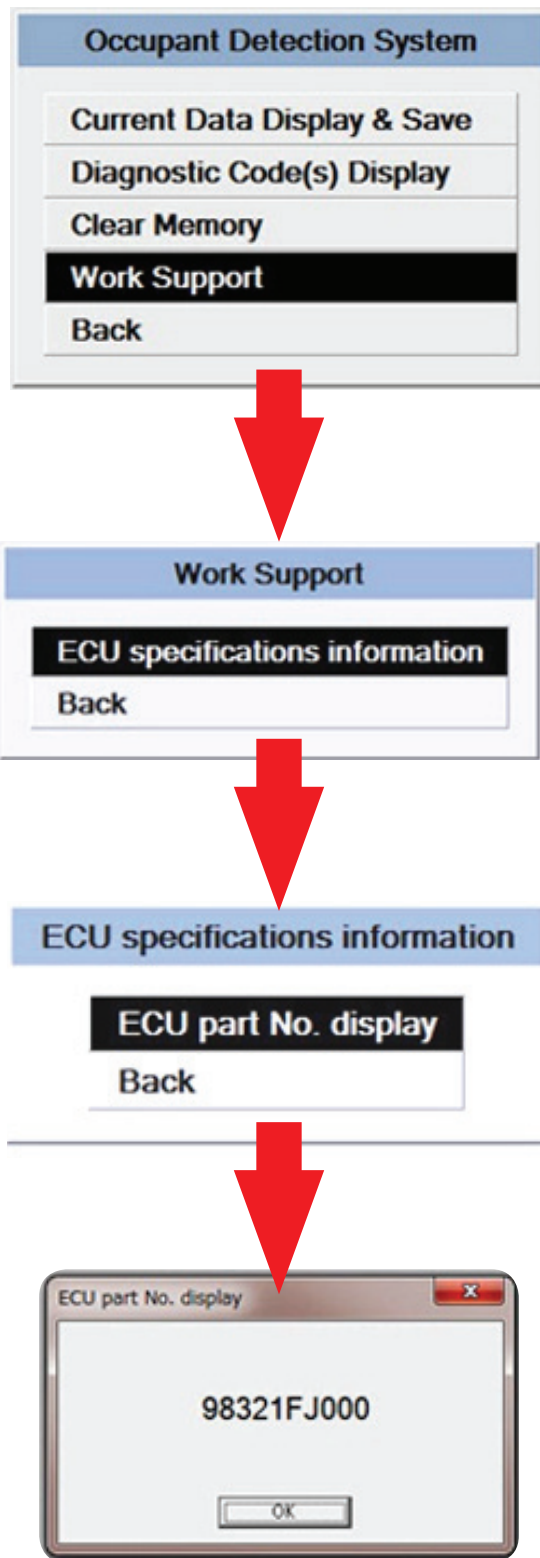
Verify the OCU part number using the SSM-III.

Connect SSM-III and check the part number of the OCU.

Select [All other models Main Menu] - [Each System Check] - [Occupant Detection System] - [Work Support] - [ECU specifications information] - [ECU part No. display]



Continued...



If the part number is 98321FJ000, the vehicle is NOT equipped with the modified OCU

If the part number is 98321FJ001, 98321FJ010 or 98321FJ020, the vehicle is equipped with the modified OCU.

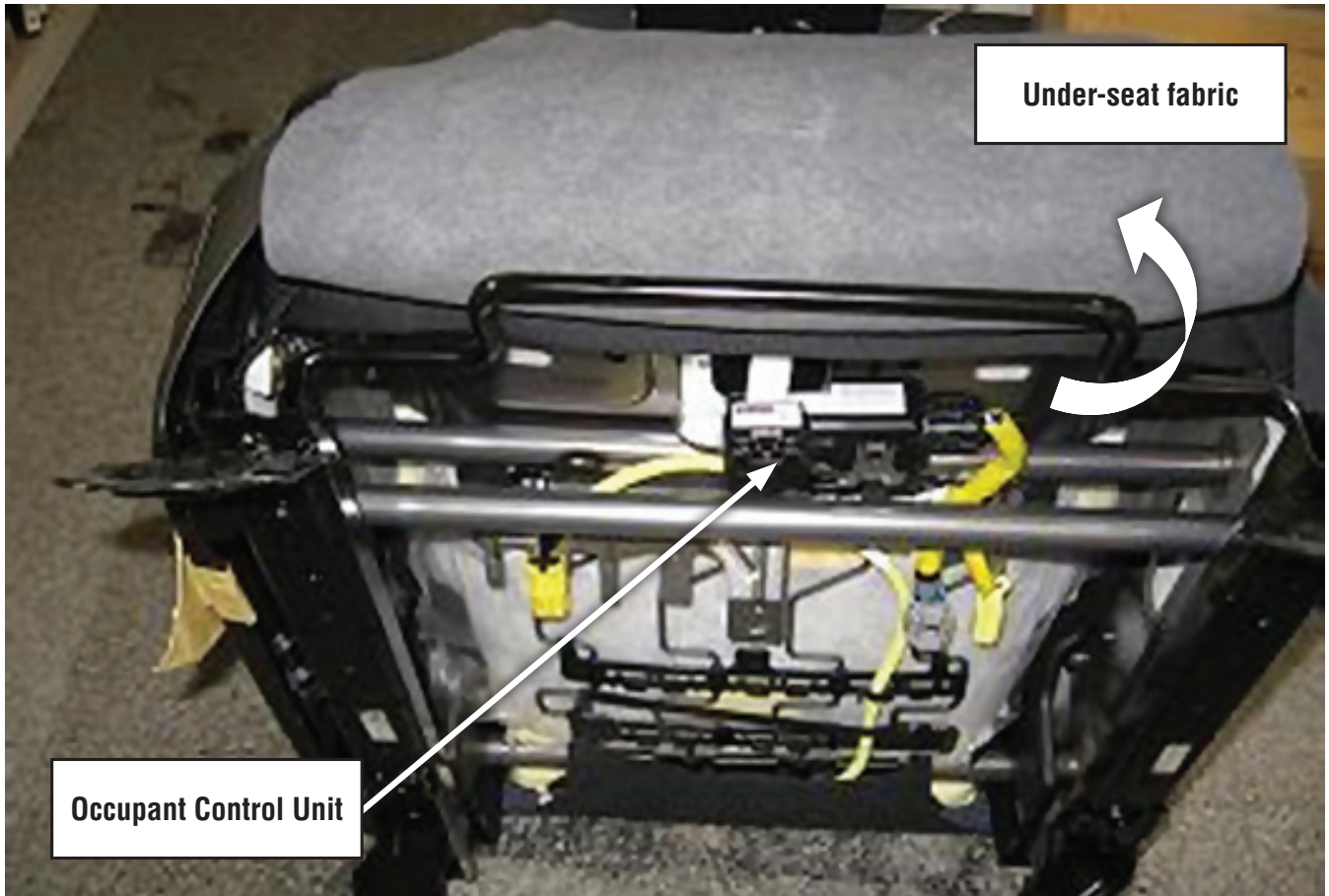
Continued...

REPLACEMENT PROCEDURE

Record preset radio stations.

Remove the Passenger Seat assembly (refer to the applicable Subaru Service Manual).

Remove the clip that secures the under-seat fabric covering the OCU and flip the fabric over.



Disconnect the intermediate body wiring harness connector from the OCU.



Continued...

Carefully remove the Mat Sensor wiring harness connector from the OCU.



Note: The Mat Sensor wiring harness is a ribbon type and can be damaged easily if mishandled.



Remove the OCU from the mounting bracket.

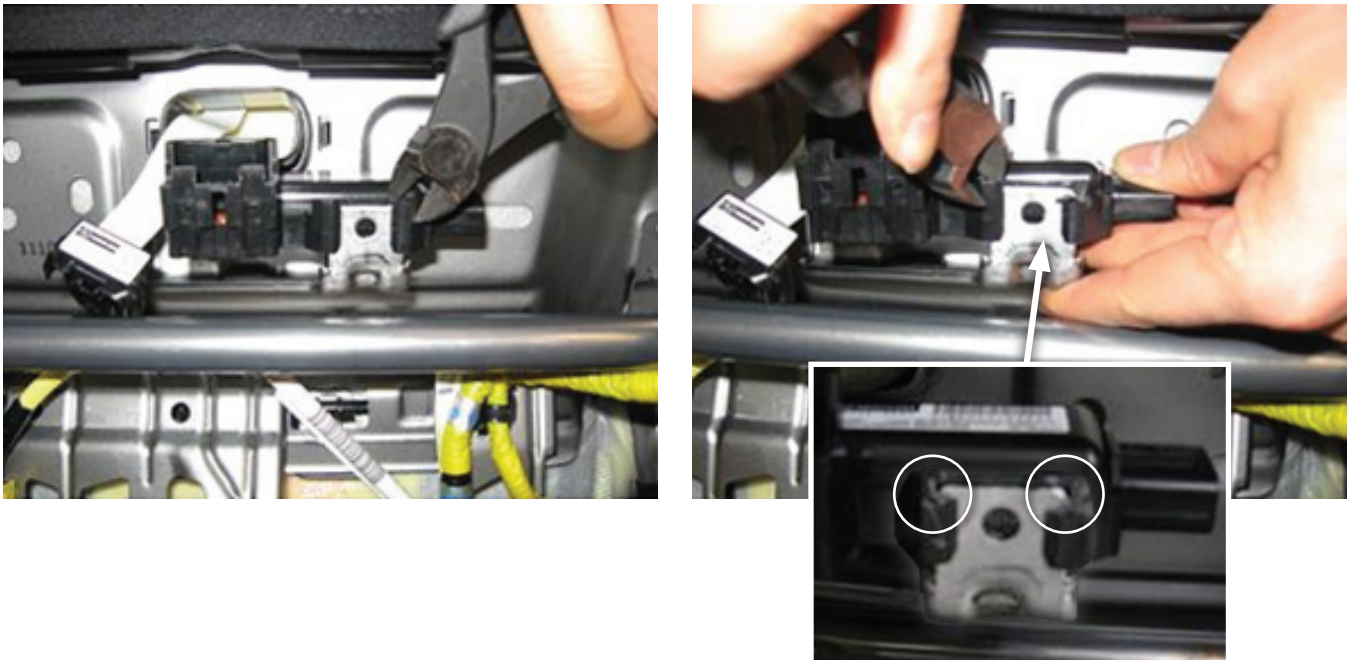
Note: The OCU was originally designed to be inseparable from the Seat Bottom; care must be taken to remove it.

Caution: Safety glasses should be worn during the removal process.

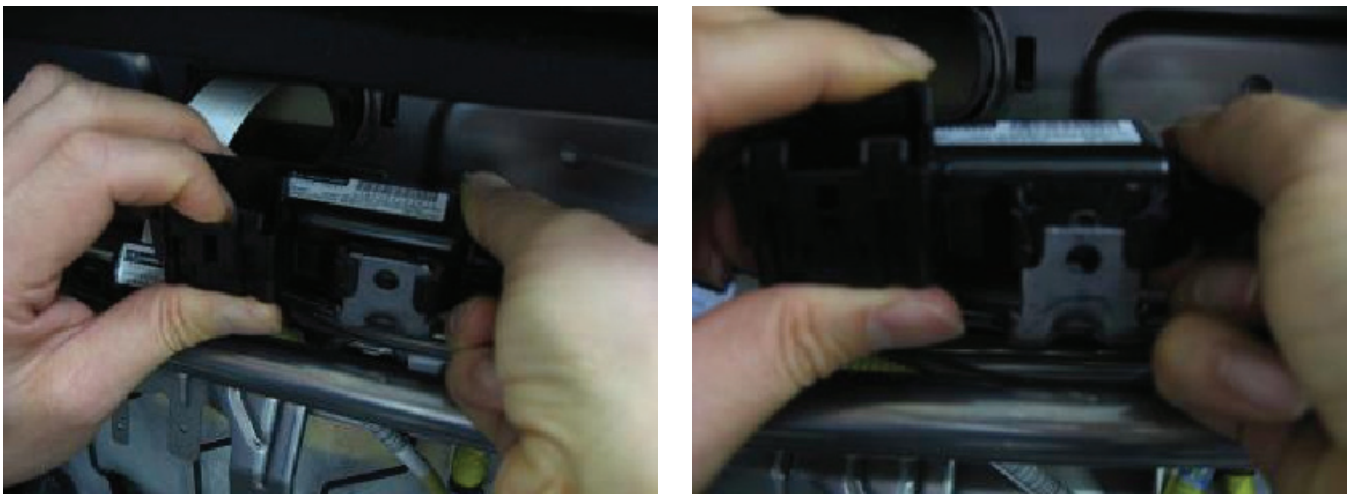
Continued...

Use diagonal pliers and break off the holding portions on the OCU body.

Note: Be careful not to cut or distort the bracket.



Use a slight twisting motion to disengage the OCU from the bracket.



Make sure to install the correct OCU according to the seat specifications (with or without seat heater).



With Seat Heater
Part #: 98321FJ010



Without Seat Heater
Part #: 98321FJ020

Continued...

Note: When installing the new OCU, be extremely careful that the Mat Sensor wiring harness doesn't get damaged.

Install the new OCU onto the bracket; make sure it is properly seated (you should hear a snapping sound).



Connect the intermediate body wiring harness connector to the OCU.



Connect the Mat Sensor wiring harness connector to the OCU.



Continued...

Flip the under-seat fabric back to the original position and install the clip.



Install passenger seat in reverse order of removal.

Clear trouble code(s) stored in the ECU (ODS)

Clear trouble code(s) stored in the Air Bag Control ECU

Check the Airbag Control System to make sure it is operating correctly.

Reset radio stations and set clock.

WARRANTY/CLAIM INFORMATION

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Impreza Occupant Control Unit, Replace	A820-490	URC-48	0.4

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

Subaru Service Bulletins are intended for use by professional technicians ONLY. They 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 this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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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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QUESTION NO 7

DISC 2

Service Manual - ODS section

Service Manual (ODS -1)

Basic Diagnostic Procedure

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

1. Basic Diagnostic Procedure

A: PROCEDURE

	Step	Check	Yes	No
1	CHECK WARNING LIGHT. Check whether the airbag warning light in the combination meter is lit.	Does the airbag warning light illuminate?	Go to step 2.	Perform the diagnosis according to phenomenon of the problem.
2	READ DTC. 1) Turn the ignition switch to OFF. 2) Connect the Subaru Select Monitor to data link connector. 3) Turn the ignition switch to ON and run the Subaru Select Monitor. 4) Read the DTC. <Ref. to OD(diag)-12, OPERATION, Read Diagnostic Trouble Code (DTC).> NOTE: If the communication function of the Subaru Select Monitor cannot be executed properly, check the communication circuit. <Ref. to OD(diag)-11, INSPECTION, Subaru Select Monitor.> 5) Record all DTCs and freeze frame data.	Is DTC displayed?	Go to step 3.	Go to "Airbag Warning Light Failure" <Ref. to AB(diag)-30, Airbag Warning Light Failure.>.
3	PERFORM DIAGNOSIS. 1) Determine the possible cause from "List of Diagnostic Trouble Code (DTC)" <Ref. to OD(diag)-18, List of Diagnostic Trouble Code (DTC).>. 2) Inspect the DTC using "List of Diagnostic Trouble Code (DTC)". 3) Repair the trouble cause. 4) Perform the Clear Memory Mode. <Ref. to OD(diag)-14, Clear Memory Mode.> 5) Perform the Inspection Mode. <Ref. to OD(diag)-13, Inspection Mode.> 6) Read any other DTCs displayed.	Is DTC displayed?	Perform the procedure 1) to 5) in step 3.	Finish the diagnosis.

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DISC 2

Service Manual - ODS section

Service Manual (ODS -10)

Clear Memory Mode

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

10. Clear Memory Mode

A: OPERATION

For operation procedures, refer to the “PC application help for Subaru Select Monitor”.

NOTE:

After repairing the occupant detection system, clear the DTCs stored in the airbag control module and the occupant detection control module.

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Service Manual - ODS section

Service Manual (ODS -11)

Display of Status Information

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

11. Display of Status Information

A: OPERATION

Check the operating condition of each sensor, in the event of malfunction in the seat belt buckle switch or when the seat belt buckle switch has been replaced.

- 1) On «Main Menu» display, select {Each System Check}.
- 2) On «System Selection Menu» display, select {Airbag System}.
- 3) On «Airbag System» display, select {Current Data Display & Save}.

The following table is for support data.

Item	Display	Note
Trip Count	—	—
Count	—	—
Time Count	—	—
Belt Buckle Switch RH	Unbelted/Belted	“Belted” when passenger’s seat belt is fastened “Unbelted” when passenger’s seat belt is not fastened
Passenger Occupant Status	Occupied/Empty or CRS	“Occupied” when the occupant is present “Empty or CRS” when the seat is unoccupied or when child restraint seat is installed
Passenger Airbag Status	ON/OFF	“ON” when the passenger occupant status is “Occupied” “OFF” when the status is “Empty or CRS”

NOTE:

For detailed operation procedures, refer to “PC application help for Subaru Select Monitor”.

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DISC 2

Service Manual - ODS section

Service Manual (ODS -12)

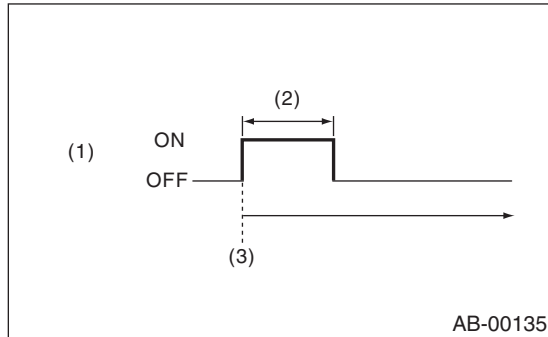
Airbag Warning Light Illumination Pattern

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

12. Airbag Warning Light Illumination Pattern

A: INSPECTION

Turn the ignition switch to ON, and confirm that the airbag warning light remains on for approx. 6 seconds and then goes off afterwards.



- (1) Airbag warning light
- (2) Approx. 6 sec.
- (3) Ignition switch ON

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Service Manual - ODS section

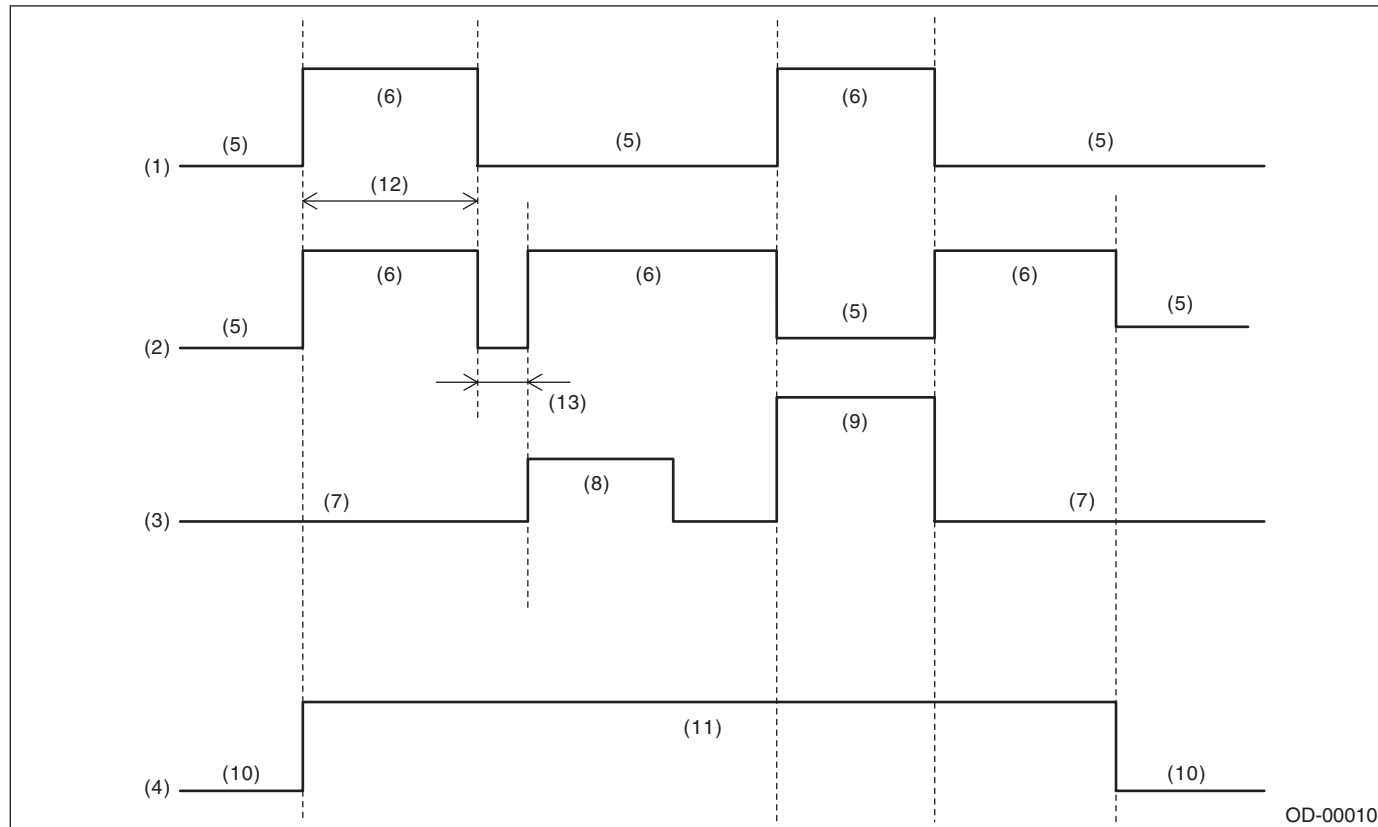
Service Manual (ODS -13)

Passenger's Airbag ON/OFF Indicator Light Illumination Pattern

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

13. Passenger's Airbag ON/OFF Indicator Light Illumination Pattern

A: INSPECTION



OD-00010

- | | | |
|--|--------------|---------------------|
| (1) Passenger's airbag ON indicator light | (6) Light ON | (10) OFF |
| (2) Passenger's airbag OFF indicator light | (7) Empty | (11) ON |
| (3) Occupant seating | (8) Child | (12) Approx. 6 sec. |
| (4) Ignition switch | (9) Adult | (13) Approx. 2 sec. |
| (5) Light OFF | | |

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Service Manual - ODS section

Service Manual (ODS -14)

List of Diagnostic Trouble Code (DTC)

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

14. List of Diagnostic Trouble Code (DTC)

A: LIST

DTC	Item	Content of diagnosis	Reference
B1650	Occupant Classification System Malfunction	<ul style="list-style-type: none"> • Occupant detection sensor is faulty. • Occupant detection control module is faulty. • Occupant detection harness is faulty. • Fuse No. 25 is blown. 	<Ref. to OD(diag)-19, DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1655	Front Buckle Switch RH Failure	<ul style="list-style-type: none"> • Passenger's buckle switch circuit is open, shorted or shorted to ground. • Occupant detection system is faulty. • Occupant detection harness is faulty. 	<Ref. to OD(diag)-21, DTC B1655 FRONT BUCKLE SWITCH RH FAILURE, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1760	Sensor mat abnormal	<ul style="list-style-type: none"> • Occupant detection sensor is faulty. • Occupant detection sensor is open, shorted between terminals, shorted to power supply or shorted to ground. • Seat heater is open. • Occupant detection control module is faulty. 	<Ref. to OD(diag)-22, DTC B1760 SENSOR MAT ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1761	Sensor mat liquid coating abnormal	<ul style="list-style-type: none"> • Detected that the occupant detection sensor is spattered with fluid. • Occupant detection sensor is faulty. • Occupant detection control module is faulty. 	<Ref. to OD(diag)-22, DTC B1761 SENSOR MAT LIQUID COATING ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1771	Buckle switch abnormal	<ul style="list-style-type: none"> • Passenger's buckle switch is faulty. • Passenger's buckle switch circuit is open, shorted or shorted to ground. • Occupant detection system is faulty. • Occupant detection harness is faulty. 	<Ref. to OD(diag)-22, DTC B1771 BUCKLE SWITCH ABNORMAL, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>
B1795	ECU internal circuit fault	Occupant detection control module is faulty.	<Ref. to OD(diag)-22, DTC B1795 ECU INTERNAL CIRCUIT FAULT, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>

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Service Manual - ODS section

Service Manual (ODS -15)

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

15. Diagnostic Procedure with Diagnostic Trouble Code (DTC)

A: DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION

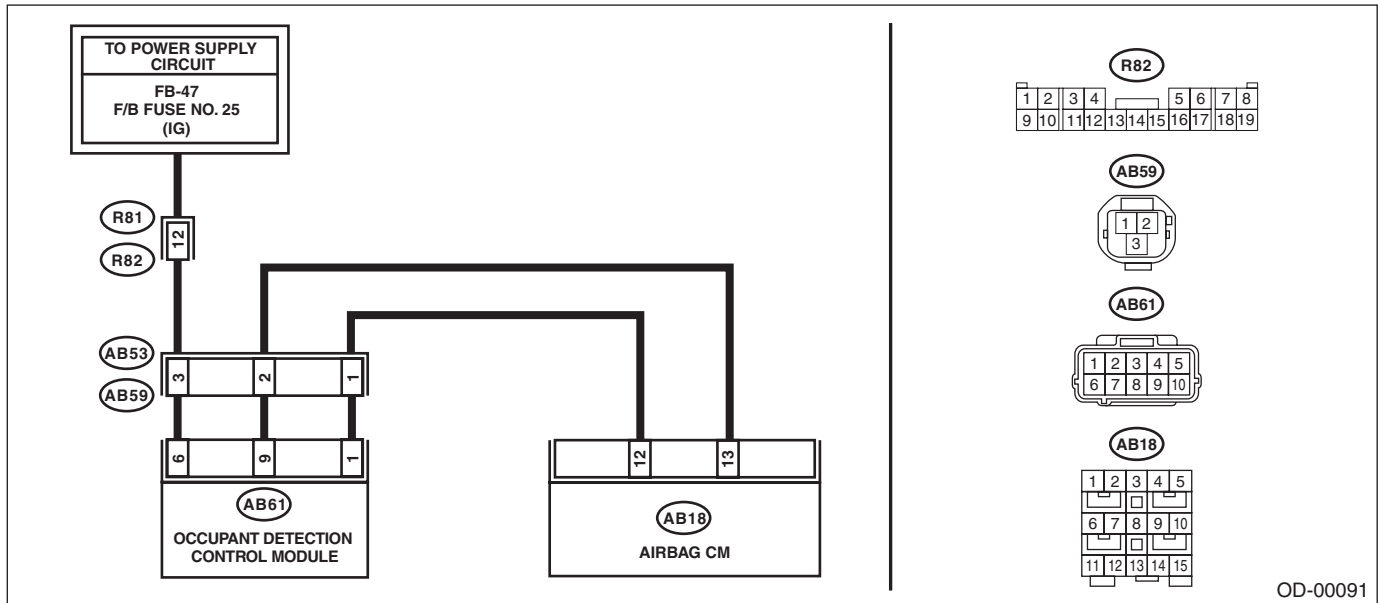
DTC DETECTING CONDITION:

- Occupant detection sensor is faulty.
- Occupant detection control module is faulty.
- Occupant detection harness is faulty.
- Rear airbag harness is faulty.

CAUTION:

Before performing diagnosis, refer to “CAUTION” in “General Description”. <Ref. to AB(diag)-4, CAUTION, General Description.>

WIRING DIAGRAM:



OD-00091

Step	Check	Yes	No
1	CHECK DTC. Read the DTC of the occupant detection system.	Is any of DTC B1760, B1761, B1771 and B1795 detected?	Perform the diagnosis according to DTC. Go to step 2.
2	CHECK POOR CONTACT OF CONNECTORS. Check for poor contact of the connectors between the occupant detection control module and airbag control module.	Is there poor contact?	Reconnect the connector. If defective is not improved, replace the airbag rear harness along with the body harness or the occupant detection harness (seat harness). Go to step 3.

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

Step	Check	Yes	No
<p>3</p> <p>CHECK AIRBAG REAR HARNESS.</p> <p>1) Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more.</p> <p>2) Disconnect the connectors (AB59) and (AB53) under the passenger's seat.</p> <p>3) Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AH) in the test harness AH.</p> <p>4) Connect the connector (2AH) in the test harness AH and the connector (1AG) in the test harness AG.</p> <p>5) Connect the connector (1AP) in the test harness AP to the connector (AB53).</p> <p>6) Measure the resistance between connector (5AG) in the test harness AG and connector (2AP) in the test harness AP.</p> <p>Connector & terminal (5AG) No. 5 — (2AP) No. 2: (5AG) No. 16 — (2AP) No. 1:</p>	<p>Is the resistance less than 10 Ω?</p>	<p>Go to step 4.</p>	<p>Replace the airbag rear harness along with body harness.</p>
<p>4</p> <p>CHECK AIRBAG REAR HARNESS.</p> <p>Measure the resistance between connector (5AG) in the test harness AG and chassis ground.</p> <p>Connector & terminal (5AG) No. 5 — Chassis ground: (5AG) No. 16 — Chassis ground: (5AG) No. 5 — (5AG) No. 16:</p>	<p>Is the resistance 1 MΩ or more?</p>	<p>Go to step 5.</p>	<p>Replace the airbag rear harness along with body harness.</p>
<p>5</p> <p>CHECK OCCUPANT DETECTION HARNESS.</p> <p>1) Turn the ignition switch to ON.</p> <p>2) Measure the voltage between connector (2AB) in the test harness AB and chassis ground.</p> <p>Connector & terminal (2AP) No. 3 (+) — Chassis ground (-):</p>	<p>Is the voltage 10 V or more?</p>	<p>Replace the occupant detection harness (seat harness). If defective is not improved, replace the occupant detection system (seat cushion & frame assembly), and then the airbag control module in this order. <Ref. to SE-16, PASSENGER'S SEAT, DISASSEMBLY, Front Seat.></p>	<p>Check the battery voltage and fuse. If there is no fault, replace the airbag rear harness together with body harness.</p>

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

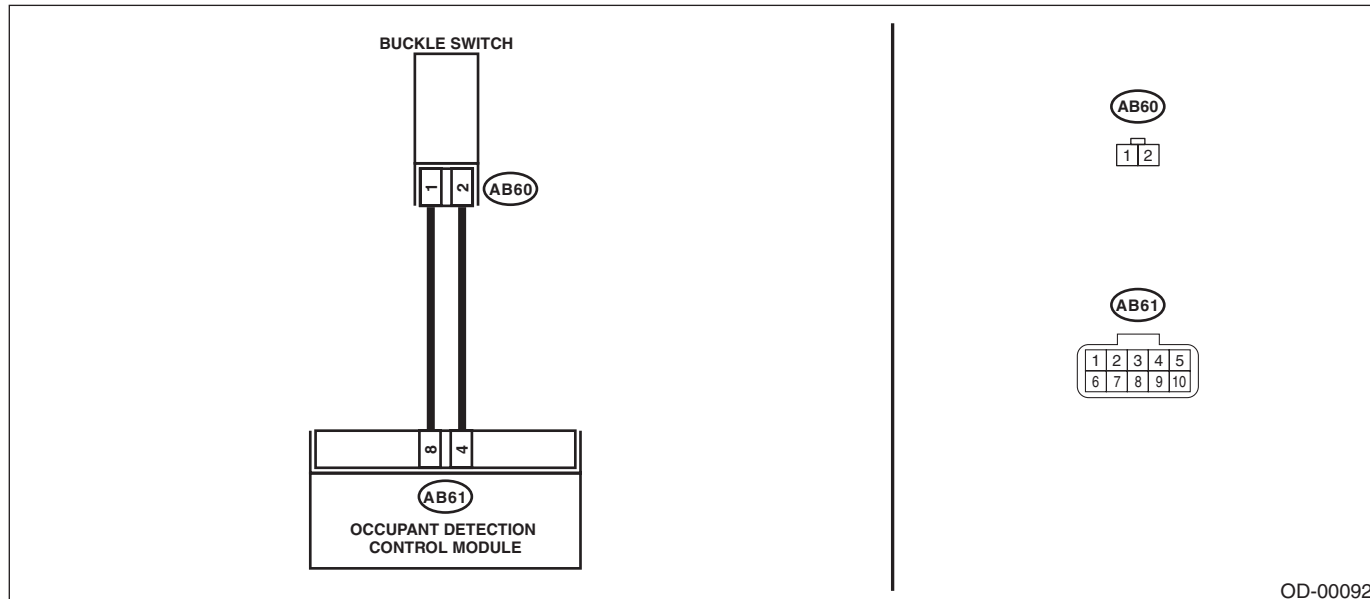
OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

B: DTC B1655 FRONT BUCKLE SWITCH RH FAILURE

DTC DETECTING CONDITION:

- Passenger's buckle switch circuit is open, shorted or shorted to ground.
- Seat harness circuit is open, shorted or shorted to ground.
- Occupant detection control module is faulty.

WIRING DIAGRAM:



OD-00092

Step	Check	Yes	No	
1	CHECK DTC. Read the DTC of the occupant detection system.	Is any of DTC B1760, B1761, B1771 and B1795 detected?	Perform the diagnosis according to DTC.	Go to step 2.
2	CHECK POOR CONTACT OF CONNECTORS. Check for poor contact of the connectors between the occupant detection control module and buckle switch.	Is there poor contact?	Reconnect the connector. If the fault is not fixed, replace the airbag harness.	Go to step 3.
3	CHECK BUCKLE SWITCH. 1) Turn the ignition switch to OFF, disconnect the battery ground terminal, and wait for 60 seconds. 2) Disconnect the buckle switch connector (AB60). 3) Connect the test harness AE and test harness connector Y to buckle switch connector (AB60). 4) Connect the battery ground terminal and turn the ignition switch to ON.	Does the airbag warning light illuminate for 6 seconds and go off?	Replace the buckle switch. <Ref. to SB-15, SEAT BELT OUTER - FRONT, REMOVAL, Front Seat Belt.>	Check the seat harness, and if any fault is found, replace the seat harness. If the fault is not fixed, replace the occupant detection system. <Ref. to SE-16, PASSENGER'S SEAT, DISASSEMBLY, Front Seat.>

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

C: DTC B1760 SENSOR MAT ABNORMAL

DTC DETECTING CONDITION:

- Occupant detection sensor circuit is open, shorted between terminals, shorted to power supply or shorted to ground.
- Seat heater circuit is open.
- Occupant detection control module is faulty.

Step	Check	Yes	No
1 CHECK POOR CONTACT OF CONNECTORS. Check for poor contact of connectors between the occupant detection control module and the occupant detection sensor.	Is there poor contact of connector?	Reconnect the connector. If the fault is not fixed, replace the occupant detection harness or replace the occupant detection system (passenger's & frame assembly).	Replace the occupant detection system (passenger's & frame assembly). <Ref. to SE-16, PASSENGER'S SEAT, DISASSEMBLY, Front Seat.>

D: DTC B1761 SENSOR MAT LIQUID COATING ABNORMAL

DTC DETECTING CONDITION:

- Occupant detection sensor is spattered with fluid.
- Occupant detection sensor is faulty.
- Occupant detection control module is faulty.

Step	Check	Yes	No
1 DRY THE SEAT. 1) Open the vehicle windows in a well-ventilated place indoors and dry the seat for 24 hours. 2) Read the DTC of the occupant detection system.	Is DTC B1761 detected?	Replace the occupant detection system (passenger's & frame assembly). <Ref. to SE-16, PASSENGER'S SEAT, DISASSEMBLY, Front Seat.>	Clear the memory.

E: DTC B1771 BUCKLE SWITCH ABNORMAL

DTC DETECTING CONDITION:

- Passenger's seat buckle switch is faulty.
- Passenger's buckle switch circuit is open, shorted or shorted to ground.
- Occupant detection system is faulty.
- Occupant detection harness is faulty.

Perform the diagnosis from Step 2 in "DTC B1655 FRONT BUCKLE SWITCH RH FAILURE". <Ref. to OD(diag)-21, DTC B1655 FRONT BUCKLE SWITCH RH FAILURE, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>

F: DTC B1795 ECU INTERNAL CIRCUIT FAULT

DTC DETECTING CONDITION:

Occupant detection control module is faulty.

When "DTC B1795 ECU INTERNAL CIRCUIT FAULT" is displayed, the occupant detection control module is faulty. Replace the occupant detection system (passenger's & frame assembly). <Ref. to SE-16, PASSENGER'S SEAT, DISASSEMBLY, Front Seat.>

SEAT BELT SYSTEM

SB

	Page
1. General Description	2
2. Pretensioner Connector	10
3. Inspection Locations after a Collision	11
4. Seat Belt Warning System	12
5. Front Seat Belt	15
6. Rear Seat Belt	29

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DISC 2

Service Manual - ODS section

Service Manual (ODS -2)

Check List for Interview

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

2. Check List for Interview

A: CHECK

Customer's name		Inspector's name	
Date vehicle brought in	/ /	Registration No.	
Odometer reading	km miles	V.I.N.	
Date problem occurred	/ /	Registration year	/ /
Weather	<input type="checkbox"/> Fine <input type="checkbox"/> Cloudy <input type="checkbox"/> Rainy <input type="checkbox"/> Snowy <input type="checkbox"/> Others :		
Temperature	°C (°F)		
Road condition	<input type="checkbox"/> Flat road <input type="checkbox"/> Uphill <input type="checkbox"/> Downhill <input type="checkbox"/> Gravel road <input type="checkbox"/> Others :		
Vehicle operation	<input type="checkbox"/> Starting <input type="checkbox"/> Idling <input type="checkbox"/> Driving <input type="checkbox"/> Constant speed <input type="checkbox"/> Accelerating <input type="checkbox"/> Decelerating <input type="checkbox"/> Turning <input type="checkbox"/> Others :		
Details of problem			
Airbag warning light operation	<input type="checkbox"/> Normal (After turning the ignition switch to ON, illuminates for 6 seconds then goes off.) <input type="checkbox"/> Remains ON <input type="checkbox"/> Remains OFF		
Passenger's airbag ON/OFF indicator does not operate.	<input type="checkbox"/> Normal (After turning the ignition switch to ON, illuminates for 6 seconds then goes off for 2 seconds; Lights ON (adult) or OFF (children/unoccupied).) <input type="checkbox"/> Both remain ON <input type="checkbox"/> Both remain OFF		
DTC output	<input type="checkbox"/> OK code <input type="checkbox"/> DTC: (Code:)		

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DISC 2

Service Manual - ODS section

Service Manual (ODS -3)

General Description

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

3. General Description

A: CAUTION

1) The occupant detection system (passenger seat only) control module and the occupant detection sensor are fixed to the seat cushion frame. Never remove the occupant detection control module or the occupant detection sensor from the seat cushion frame.

2) Do not replace the seat cushion pad by itself. Always replace the seat cushion pad and frame assembly as a set. The seat cushion pad and cushion frame are adjusted as a set at the time of manufacture. If cushion pads and cushion frames are combined from those of other vehicles or other sets, the occupant detection system may not operate properly.

3) If the seat cushion cover is removed, make sure to replace the hang wire on the seat cushion side with a new wire.

4) Never connect the battery in reverse polarity. Occupant detection system may be destroyed instantly.

5) Do not disconnect the battery terminals while the engine is running. A large counter electromotive force will be generated in the generator, and this voltage may damage electronic parts such as occupant detection control module.

6) Before disconnecting the connectors of each sensor and control module, be sure to turn the ignition switch to OFF and wait for 60 seconds or more. Occupant detection control module may be damaged.

7) Every occupant detection system-related part is a precision part. Do not drop them.

CAUTION:

- Do not use electrical test equipment on wiring harness and connector circuits of the airbag system.
- Be careful not to damage the airbag system wiring harness when servicing the occupant detection system.
- Refer to CAUTION in Airbag System when repairing the occupant detection system. <Ref. to AB-10, CAUTION, General Description.>

B: INSPECTION

Measure the battery voltage and check electrolyte.

Standard voltage:

12 V

Specific gravity:

1.260 or more

Fluid level:

Between the upper level and lower level

General Description

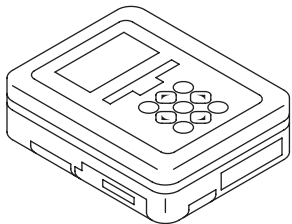
OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

C: PREPARATION TOOL

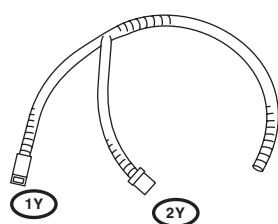
CAUTION:

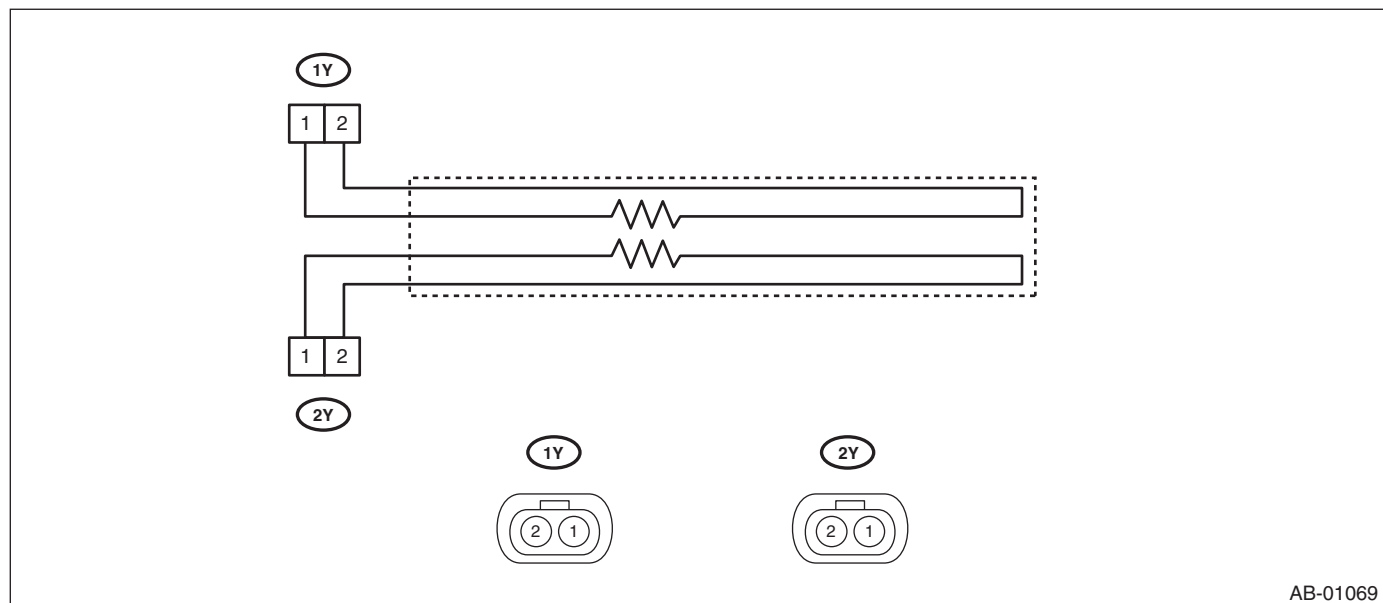
To measure the voltage and resistance of airbag system and occupant detection system components, be sure to use the specified test harness.

1. SPECIAL TOOL

ILLUSTRATION	TOOL NUMBER	DESCRIPTION	REMARKS
 <p>ST1B022XU0</p>	1B022XU0	SUBARU SELECT MONITOR III KIT	Used for troubleshooting the electrical system.

• TEST HARNESS Y

ILLUSTRATION	TOOL NUMBER	DESCRIPTION	REMARKS
 <p>ST98299AG040</p>	98299AG040	TEST HARNESS Y	Used for troubleshooting seat belt buckle switch.

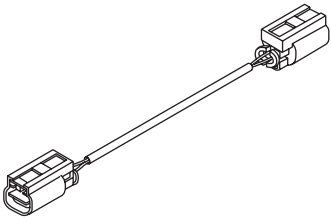


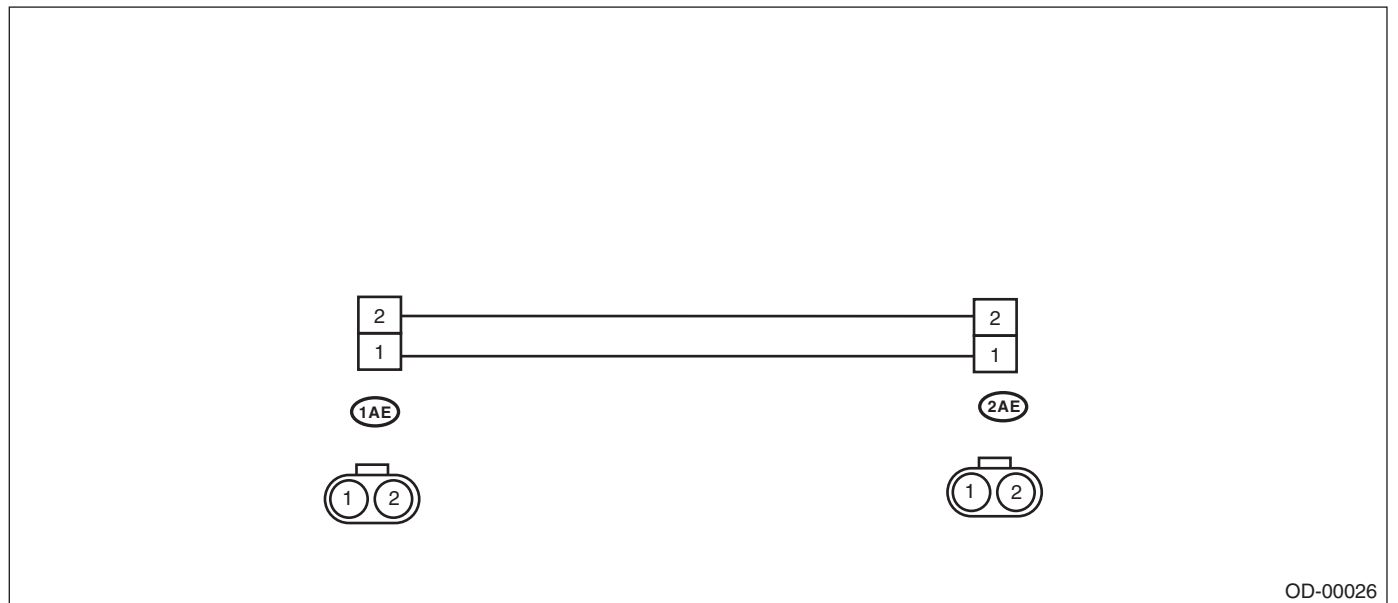
AB-01069

General Description

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

- TEST HARNESS AE

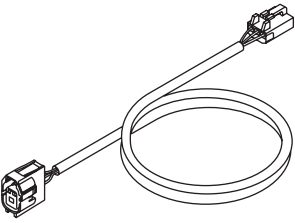
ILLUSTRATION	TOOL NUMBER	DESCRIPTION	REMARKS
 ST98299XA030	98299XA030	TEST HARNESS AE	TEST HARNESS Y adapter harness Used for troubleshooting seat belt buckle switch.

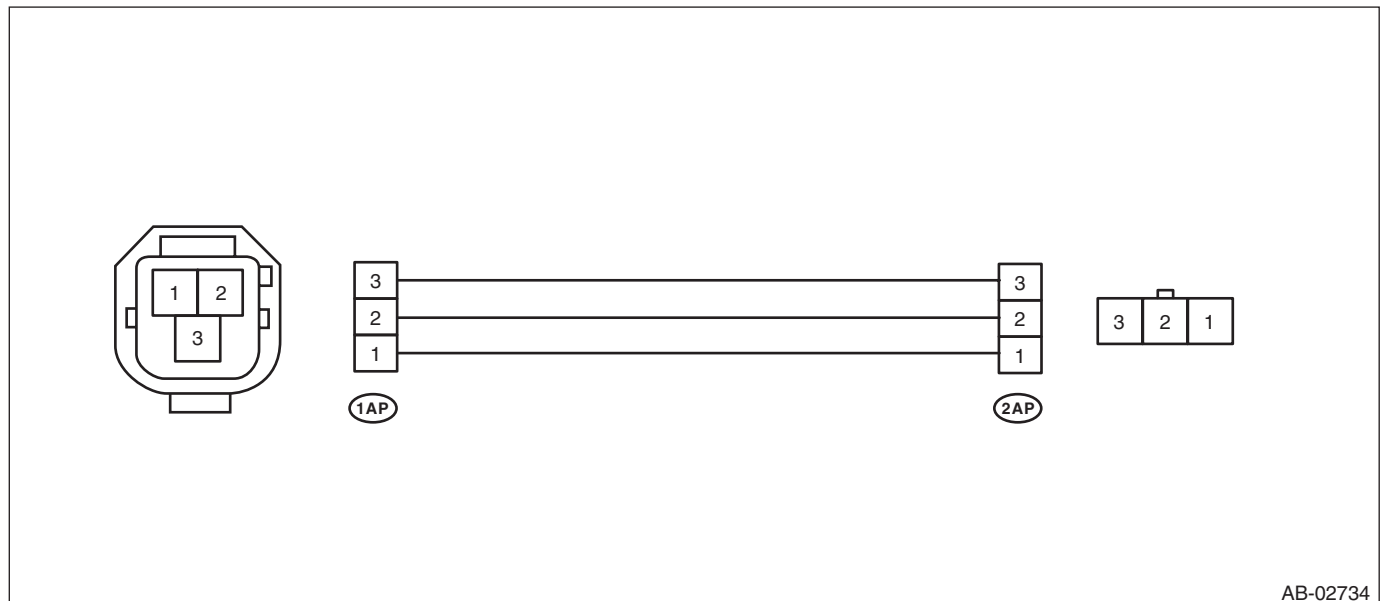


General Description

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

• TEST HARNESS AP

ILLUSTRATION	TOOL NUMBER	DESCRIPTION	REMARKS
 <p>ST98299FJ030</p>	98299FJ030	TEST HARNESS AP	Used when measuring voltage and resistance of occupant detection system.



2. GENERAL TOOL

TOOL NAME	REMARKS
Circuit tester	Used for measuring resistance, voltage and current.

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DISC 2

Service Manual - ODS section

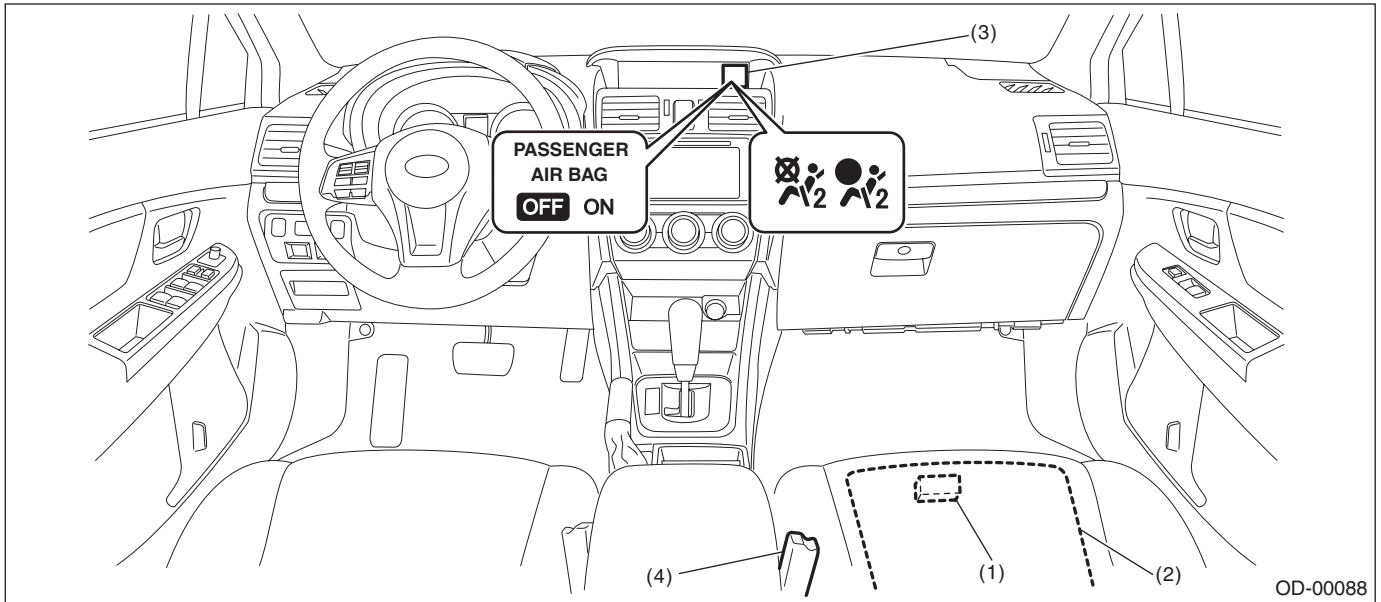
Service Manual (ODS -4)

Electrical Component Location

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

4. Electrical Component Location

A: LOCATION



(1) Occupant detection control module

(3) Airbag ON/OFF indicator light

(4) Buckle switch (Passenger's seat)

(2) Occupant detection sensor

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Service Manual - ODS section

Service Manual (ODS -5)

5. Airbag Connector

A: PROCEDURE

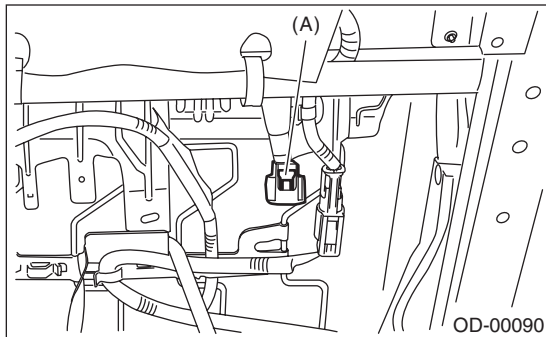
1. OCCUPANT DETECTION SYSTEM (BETWEEN AIRBAG REAR HARNESS AND SEAT HARNESS)

1) How to disconnect:

Press the lock arm (A) and disconnect the connector.

CAUTION:

When pulling the slide lock or disconnecting connector, be sure to hold the connector, not the harness.



2) How to connect:

Holding the connector, push it in securely until a clicking sound is heard.

CAUTION:

Be sure to insert the connector in until it is locked. Then pull it gently to make sure that it is locked.

2. AIRBAG CONTROL MODULE

Refer to Airbag System section. <Ref. to AB-20, AIRBAG CONTROL MODULE, PROCEDURE, Airbag Connector.>

3. BUCKLE SWITCH RH

Refer to Airbag System section. <Ref. to AB-29, BUCKLE SWITCH RH, PROCEDURE, Airbag Connector.>

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DISC 2

Service Manual - ODS section

Service Manual (ODS -6)

Control Module I/O Signal

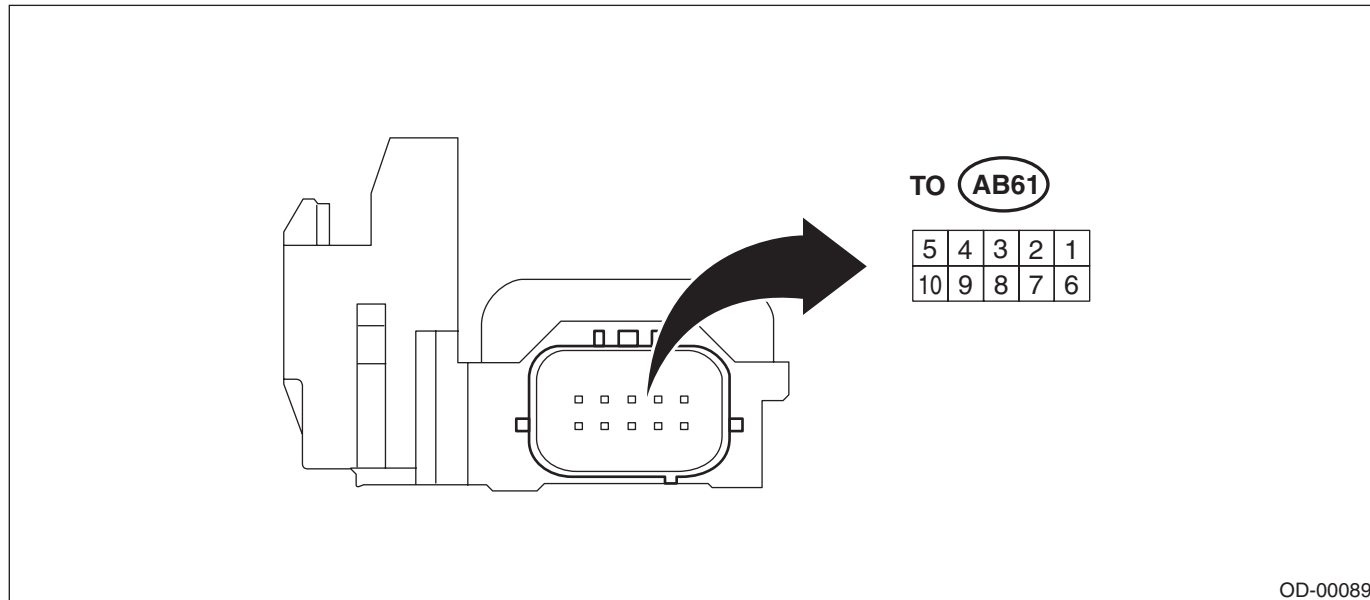
OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

6. Control Module I/O Signal

A: ELECTRICAL SPECIFICATION

CAUTION:

Never remove the occupant detection control module, occupant detection sensor or seat frame because they are integrated into one unit.



Terminal No.	Terminal name	Input/Output value	Note
1	Airbag CM communication (FSR+)	—	Communication line
2	Not used	—	—
3	Not used	—	—
4	Buckle switch- (BER-)	0 V	Switch ground
5	Not used	—	—
6	IG power supply (IG)	8 — 16 V	When ignition SW is ON
7	Not used	—	—
8	Buckle switch+	0 — IG voltage	Ignition voltage when the switch is ON
9	Airbag CM communication (FSR-)	0V	GND
10	Not used	—	—

B: WIRING DIAGRAM

Refer to the electrical wiring diagram. <Ref. to WI-115, WIRING DIAGRAM, Occupant Detection System.>

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Service Manual - ODS section

Service Manual (ODS -7)

7. Subaru Select Monitor

A: OPERATION

For detailed operation procedures, refer to the “PC application help for Subaru Select Monitor”.

B: INSPECTION

1. COMMUNICATION FOR INITIALIZING THE AIRBAG SYSTEM IS IMPOSSIBLE

DETECTING CONDITION:

Defective harness connector

TROUBLE SYMPTOM:

Communication is impossible between the airbag control module and the Subaru Select Monitor.

NOTE:

Refer to “COMMUNICATION FOR INITIALIZING IMPOSSIBLE” in AIRBAG SYSTEM (DIAGNOSTICS). <Ref. to AB(diag)-21, COMMUNICATION FOR INITIALIZING IMPOSSIBLE, INSPECTION, Subaru Select Monitor.>

2. COMMUNICATION FOR INITIALIZING ONLY THE OCCUPANT DETECTION SYSTEM IS IMPOSSIBLE

NOTE:

The occupant detection system communicates with the Subaru Select Monitor via the airbag control module.

DETECTING CONDITION:

Defective harness connector between airbag control module and occupant detection control module

TROUBLE SYMPTOM:

Communication is impossible between the airbag control module and the occupant detection control module.

Perform the diagnosis from Step 2 in “DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION”. <Ref. to OD(diag)-19, DTC B1650 OCCUPANT CLASSIFICATION SYSTEM MALFUNCTION, Diagnostic Procedure with Diagnostic Trouble Code (DTC).>

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Service Manual - ODS section

Service Manual (ODS -8)

Read Diagnostic Trouble Code (DTC)

OCCUPANT DETECTION SYSTEM (DIAGNOSTICS)

8. Read Diagnostic Trouble Code (DTC)

A: OPERATION

Read out DTCs stored in the airbag control module and the occupant detection control module. For operation procedures, refer to the “PC application help for Subaru Select Monitor”.

NOTE:

For details concerning DTCs, refer to the List of Diagnostic Trouble Code (Airbag system, Occupant detection system). <Ref. to AB(diag)-31, List of Diagnostic Trouble Code (DTC).> <Ref. to OD(diag)-18, List of Diagnostic Trouble Code (DTC).>

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Service Manual - ODS section

Service Manual (ODS -9)

9. Inspection Mode

A: PROCEDURE

Recreate the circumstance by referring to the conditions described in the checklist.