

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

## REPAIR PROCEDURE

**APPLICABILITY:** 2010-2012MY Legacy and Outback with AT or CVT  
 2012-2013MY Impreza with CVT (Except WRX/STI models)  
 2013MY XV Crosstrek with CVT

**DATE:** February 22, 2013

**SUBJECT:** Inspection & Repair Procedure for Subaru Recall Campaign Stop Sale WQF-42; Optional Genuine Subaru Remote Engine Starter Transmitter Fobs

### INTRODUCTION

Subaru of America, Inc. has determined that a defect, which relates to motor vehicle safety, exists on certain Subaru vehicles equipped with optional Genuine Subaru Remote Engine Starter (RES). Transmitter fobs may contain a defect that could adversely affect the operation of the RES resulting in a potential safety hazard.

Affected vehicles equipped with optional RES are as follows:

- **2010MY through 2012MY Legacy and Outback with AT or CVT**
- **2012MY through 2013MY Impreza with CVT (except WRX/STI models)**
- **2013MY XV Crosstrek with CVT**

If an RES transmitter fob is dropped, movement of the internal battery retaining clip may occur and cause damage to a component on the PC board. Under this condition, the fob may transmit an engine start (or stop) request without the user pressing the button. If the vehicle is in range and receives the request, the engine may start and run for up to 15 minutes (or until a stop request is received). The engine may continue to start and stop until the fob battery is depleted, or until the vehicle runs out of fuel. If that occurs when the vehicle is parked in an enclosed area, such as a garage, there is a risk of carbon monoxide build-up, which may pose a safety hazard.

The defect does not pose a risk while driving because the RES system is completely deactivated after the vehicle is started with the key. Original Equipment (OE) keyless entry fobs integrated on a vehicle key are not affected.

To remedy this condition, it is necessary to replace RES transmitter fobs. Recall code WQF-42 has been assigned to this recall campaign.

### PARTS INFORMATION

Repair parts to correct known vehicles with port installed RES currently in dealer inventory are in the process of being shipped and should begin arriving at dealers on 2/23. For additional parts required to correct other affected vehicles in dealer inventory, please contact the Parts Information Coordinators (PICs).

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For previously sold vehicles, Subaru is in the process of acquiring an adequate supply of replacement RES transmitter fobs needed to remedy the condition. When available, Subaru will notify potentially affected vehicle owners by first class mail.


PART NUMBER	DESCRIPTION
SOA635114	REMOTE START TRANSMITTERS (Contains 2 Transmitters)

**Please note: Replaced transmitter fobs are on automatic warranty parts return and should not be scrapped.**

## REPAIR PROCEDURE

The repair procedure for this safety recall will involve replacement of the Optional Genuine Subaru Remote Engine Start (RES) system's bi-directional remote transmitter assemblies. This recall procedure involves replacement of ALL the remote transmitters the customer has for the subject vehicle. For example, if the customer purchased an extra RES transmitter to keep with their "spare" key, replacement cost for that (3rd) transmitter would also be covered under the recall. To summarize, if the customer provides three (3) remotes, they receive three (3) replacement remotes in return under the recall. Requests for any additional remotes (above the number provided by the customer) would be at the customer's expense.

The replacement transmitters must be programmed to the RES control module before the system will operate. Follow the instructions below to complete the programming procedure for each replacement transmitter.

1. Open the driver's door (the driver's door must remain open throughout the entire process).
2. Depress and hold the brake pedal.
3. Turn the ignition switch to the "ON" then "OFF", "ON" then "OFF", "ON" then "OFF", then back "ON" and leave "ON" throughout the programming process (the total duration from point of first ignition "ON" cycle must not exceed five (5) seconds).
4. The system will flash the side marker lights, tail lights, front position lights and honk the horn three (3) times, indicating the system has entered the transmitter programming mode.
5. Press  and release the button on the remote transmitter you wish to program.
6. The system will flash the side marker lights, tail lights, front position lights and honk the horn one (1) time, indicating the system has "learned" the replacement transmitter. Upon successful programming, the remote start transmitter button will flash one (1) time (within five (5) seconds) for confirmation.

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7. Repeat step five (5) for any additional remote transmitters (the system will accept up to eight (8) transmitters).
8. The system will exit the transmitter programming mode if the ignition key is turned to the “OFF” position, the door is closed, or after two (2) minutes.

## RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Recall identification label. The completed label should be attached to the vehicle’s upper radiator support.

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

<b>SUBARU</b>
Campaign Code
WQF-42
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on [Subarunet.com](http://Subarunet.com).

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
<b>RC</b>	<b>WQF-42</b>	<b>A109-111 0.2 hrs.</b>	<b>Replace RES Transmitter Fobs</b>