

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 15, 2016

Subject: UPDATE - Owner Notification for Subaru Recall Campaign: WTM-73 Secondary Air Injection Pump Relay

Owner Notification

Owner notification will begin on December 16, 2016. Owners with a valid email address on file with MySubaru.com will also be notified by email.

Subaru of America, Inc. (Subaru) is recalling certain 2009-2013 model year Forester (turbo models only), 2007-2009 model year Legacy and Outback (turbo models only), and 2008-2014 model year WRX and STI vehicles, to replace the relay for the secondary air injection pump.

Affected Vehicles

Approximately 100,000 vehicles are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available next week.

Model Years	Models	Production Start Date	Production End Date
2009-2013	Forester (turbo)	12/06/2007	01/07/2013
2007-2009	Legacy (turbo)	12/08/2005	10/27/2008
2007-2009	Outback (turbo)	12/08/2005	10/23/2008
2008-2014	WRX & STI	04/26/2007	09/13/2013

Condition

Due to inappropriate manufacturing process control of the relay which controls the secondary air injection pump, the relay may allow the pump to operate continuously. If this condition were to occur, the check engine light would illuminate and the pump may overheat.

Safety Hazard

If overheating were to occur, the pump may melt causing odor or smoke, and possibly fire.

Description of the Remedy

The relay for the secondary air pump will be replaced at no charge to the customer.

Repair and Parts

For detailed information, please refer to the WTM-73 Product Campaign Bulletin which will be available on STIS, once affected vehicle information has been loaded.

Retailer Program Responsibility

Any vehicles listed in a recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin, which will be available on STIS in the near future.

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Retailer Affected VIN Lists

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this safety recall. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this safety recall.

IMPORTANT SAFETY RECALL
This notice applies to the VIN identified
in the address section printed below.



Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Subaru Recall Campaign WTM-73
NHTSA Recall No. 16V738
December 2016

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2007-2009 model year Legacy and Outback (turbo models only – includes Legacy GT and Outback XT), 2008-2014 model year Impreza (turbo models only – includes WRX and STI) and 2009-2013 model year Forester (turbo models only – includes Forester XT) vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE SAFETY RISK

Due to a potential defect in the relay which controls the secondary air injection pump, the relay may allow the pump to operate continuously. ***Under this condition, the vehicle “check engine” light will illuminate.***

The continuous operation may cause the secondary air injection pump to overheat. In some instances, if overheating were to occur, the secondary air injection pump could begin to smoke, increasing the risk of fire.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

Both the repairs and the towing will be at no cost to you.

There are several important precautions you should take until this repair has been performed:

- Be sure the ***check engine*** warning light located in the instrument cluster is ***not*** illuminated when the vehicle is running. Immediately contact your Subaru retailer for assistance if the ***check engine*** light is ***ON***.
- If you notice or smell smoke coming from the engine compartment of the vehicle, be sure the ignition switch is in the “off” position and do not operate the vehicle. Immediately contact your Subaru retailer for assistance.
- As a precautionary measure, it is highly recommended that you not park your vehicle in a garage, car port or other structure until this repair is completed.

REPAIR

To correct this condition, Subaru will replace the relay at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace the secondary air pump relay is approximately 30 minutes or, in the event that the secondary air pump is found to need replacement, this could take up to 1 hour. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WTM-73 Recall
P.O. Box 6000, Cherry Hill, NJ 08034-6000**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wtm73.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: www.subaru.com, Customer Support and select "Contact Us"

- By telephone: 1-800-SUBARU3 (1-800-782-2783)
 - Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
 - Friday between 10:30 a.m. and 5:00 p.m. ET
 - Saturday between 9:00 a.m. and 3:30 p.m. ET

- By U.S. Postal mail:
Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 6000
Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.

A subsidiary of Fuji Heavy Industries Ltd.

Notice to Lessors

Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)