

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

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PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2007-2009 MY Legacy (Turbo)
 2007-2009 Outback (Turbo)
 2008-2014 Impreza (WRX/STI)
 2009-2013MY Forester (Turbo)

NUMBER: WTM-73
DATE: 10/31/16
NHTSA ID: 16V738

SUBJECT: Secondary Air Injection Pump Relay Replacement

Subaru of America, Inc. (Subaru) is recalling 100,127 vehicles including certain 2007-2009 model year Legacy and Outback (turbo models only), 2008-2014 model year Impreza (turbo models only) and 2009-2013 model year Forester (turbo models only) vehicles to replace the secondary air pump relay.

DESCRIPTION OF THE SAFETY RISK

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. *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.

DESCRIPTION OF THE REMEDY

The secondary air pump relay will be replaced.

OWNER NOTIFICATION

Notification letters will be sent by first class mail to owners of all potentially affected vehicles. Owner notification will occur November, 2016. A copy of the letter will be added to the end of this bulletin prior to owner notification.

AFFECTED VEHICLES

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is now available.

Model Years	Models	Production Start Date	Production End Date
2007 through 2009	Legacy	December 8, 2005	October 27, 2008
2007 through 2009	Outback	December 8, 2005	October 23, 2008
2008 through 2014	Impreza (WRX/STI)	April 26, 2007	September 13, 2013
2009 through 2013	Forester	December 6, 2007	January 7, 2013

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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 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.

SUBARU RETAILER PROGRAM RESPONSIBILITY

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

Any vehicles listed in a recall/campaign that are in the retailer's 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 this Product Campaign Bulletin.

Please be advised that it is a violation of Federal law for a retailer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. In addition, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service will be in breach of the Subaru Dealer Agreement.

PARTS INFORMATION

The parts required for this recall are listed below:

Part Number	Description
25232AA090	RELAY
14828AA050	PUMP AY SECD AIR

Parts are available through normal parts ordering channels. In order to maintain an adequate part supply, SOA requests that retailers only order quantities necessary to satisfy anticipated demand.

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IMPORTANT NOTE: The part number for the new / replacement relay is unchanged. There is no inspection requirement as part of this campaign. All affected vehicles must have the relay replaced.

SERVICE PROCEDURE:

- Connect the Subaru Select Monitor and check all systems for any stored DTC(s). If any DTC(s) are found, perform the appropriate diagnostics per the applicable Service Manual before proceeding further with this campaign procedure.
- If determined the Secondary Air Pump is inoperative and requires replacement (**VERY RARE** occurrence), perform the repair under this campaign following the procedure in the applicable Service Manual.

NOTE: If replacing the air pump is required, do not start the car until the relay has been replaced.

- Record the customer’s radio station presets (and Navigation Favorites where applicable).
- **Remove the negative cable from the battery.**
- Remove the lid from the underhood (Main) fuse box (M/B), locate and replace the Secondary Air Pump Relay. **IMPORTANT:** To prevent damaging the contacts in the fuse box, avoid “rocking” the relay while removing it. Always pull straight up.



- Reconnect the negative battery cable.
- Reset the customer’s radio station presets (and Navigation Favorites where applicable).

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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
DTC CHECK and SECONDARY AIR PUMP RELAY (only) REPLACE	A143-481	0.5	WTM-73	RC
SECONDARY AIR PUMP and RELAY REPLACE	A143-482	0.8		

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.