

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

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

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2017MY Impreza 4D & 5D

NUMBER: WTP-75R

SUBJECT: WTP-75 Impreza ECM Reprogramming

DATE: 03/23/17

REVISED: 04/13/17

Subaru of America, Inc. (Subaru) is recalling certain 2017 model year Impreza vehicles to update ECU software affecting the operation of the radiator cooling fan.

DESCRIPTION OF THE SAFETY RISK

Due to software programming within the engine control unit, the operating threshold of the radiator fan used to cool the fuel temperature is not set low enough for the fan to operate at an appropriate temperature when using winter blend fuels. When North American winter fuel, which will vaporize at a lower temperature, is used, the fuel may begin to vaporize prematurely under certain outside temperature and low speed or stopped driving conditions. Premature vaporization causes a decrease in fuel pressure. If this occurs, the vehicle may experience a condition of rough idling, no-start or engine stall. In some cases, if the engine were to stall, the driver may be unable to restart the vehicle for a certain period of time. The engine may stall in certain circumstances while driving, including low speed, stop-and-go traffic, or at a stop and may not be able to be restarted immediately, increasing the risk of a crash.

DESCRIPTION OF THE REMEDY

The remedy procedure will be to reprogram the ECU with a software update.

OWNER NOTIFICATION

Notification letters will be sent by first class mail to owners of all potentially affected vehicles. Owner notification will occur April 2017. **A copy of the letter is at the end of this bulletin.**

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</p> <p>ISO 14001 is 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.</p>
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AFFECTED VEHICLES

Your Region/Distributor will provide you with a detailed list of affected new unsold inventory units. If you have any of the affected models in inventory, please ensure that your sales and service staff are immediately notified that the unit(s) are un-saleable until the recall campaign is completed and the claim is submitted.

Model Years	Models	Production Start Date	Production End Date
2017	Impreza 4D & 5D	09/13/2016	03/15/2017

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 based on the selling retailer. 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.

INTRODUCTION:

This bulletin announces availability of reprogramming files to address customer concerns of an engine idle drop, rough idle or in isolated cases, engine stall condition resulting from fuel vaporization. This condition may occur during extended engine idling periods or low speed driving (e.g. vehicle stuck in traffic). In some cases, the Check Engine light may illuminate and store DTC P0087 in memory. Fuel vaporization may occur when high under-hood temperatures are combined with the use of winter-blend fuels. These fuels, which have a higher volatility than summer-blend fuels are specified for use during cool or cold ambient temperature conditions. The new ECM logic includes optimized cooling fan control to reduce under-hood temperatures and eliminate fuel vaporization.

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PACK FILE APPLICABILITY:

Model	PAK File Name	New ECM Part Number	Old ECM Part Numbers	Decryption Keyword	New CID Number
MT Model w/ AGS*	22765AJ59C.pak	22765AJ59C	22765AJ59A, 59B	28109783	XH3J110C
MT Model w/o AGS*	22765AK61C.pak	22765AK61C	22765AK61A, 61B	A6D2B5EC	XH3J110A
CVT Model w/ AGS*	22765AJ60C.pak	22765AJ60C	22765AJ60A, 60B	7778DADE	XH3J110D
CVT Model w/o AGS*	22765AL71C.pak	22765AL71C	22765AL71A, 71B	5468730C	XH3J110B

NOTE: AGS = Active Grille Shutter

**Due to the number of pak file variations it is recommended to search FlashWrite using the vehicles current ECM CID for the proper file to apply.*

SERVICE PROCEDURE:

VERY IMPORTANT: IF THE PREVIOUS STOP-SALE WTN-74 CAMPAIGN FOR HARMAN AUDIO UNIT REPROGRAMMING HAS NOT BEEN PERFORMED, IT MUST ALSO BE COMPLETED BEFORE RELEASING THE VEHICLE.

IMPORTANT CAUTIONS:

NEVER attempt to perform the WTN-74 audio update and any ECM programming simultaneously. Only perform one system update at a time.

CRITICAL: Always confirm the battery charge level **BEFORE** starting the reprogramming procedure. ECM damage **WILL** occur if the battery's charge level drops too low during the reprogramming process. Charge the battery if needed. Use of the Midtronics GR8 battery charger in power supply mode is strongly recommended. The procedure for using this feature of the GR8 is provided below.

- Reprogram the ECM following the normal Flashwrite procedure.

Subaru of America, Inc. (SOA) highly recommends connecting the Subaru Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Follow the procedure as outlined in document GR8-1100 on STIS for use of the GR8's Power Supply Mode:

- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched **OFF** before setting up for Power Supply Mode.
- Select the correct battery type (Flooded, AGM or AGM Spiral).
- Select the CCA which matches the vehicle's battery (**NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery rating before proceeding.)
- If the "Charge Battery" **WARNING** appears, the battery **MUST** be charged before attempting reprogramming.
- **DO NOT** connect the DST-i or SDI until the GR8 Power Supply mode has completed its battery test mode and the Charging Voltage has dropped to a steady 13.5 Volts on the display.
- If the GR8 "beeps" or the Status Light flashes, a diagnostic charge should be performed on the battery before proceeding further.
- Once Power Supply Mode reaches a steady 13.5 volts, connect the DST-i or SDI to the OBD connector and initiate the reprogramming process.

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- Amperage will fluctuate based upon the vehicle’s demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming.

IMPORTANT:

This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of “generic” battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by SOA.

Once the GR8 is connected to the vehicle, **if the battery is fully charged**, it takes less than 3 minutes to boot-up the charger, select Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

REMINDER: If the GR8 indicates the vehicle’s battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle.

NOTE: Control module failures resulting from battery discharge during the reprogramming procedure are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on Subarunet.com.

Labor Description	Labor Operation #	Campaign Code	Labor Time	Claim Type
WTP-75 ECM Reprogramming for P0087	A145-538	WTP-75	0.4	RC

IMPORTANT: Always note the original Calibration Identification number (CID) the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** CID for any newly-installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** CID **MUST** also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission.

NOTE: The pack file listings provided in this bulletin are the latest available at the time of publishing. Updates are often released thereafter without revision to the original bulletin. For this reason, it is critical to always have the latest version of Select Monitor software installed on your system. You can confirm if a later version is available by entering the CID listed in this bulletin into FlashWrite. If a newer CID is shown as available in FlashWrite, reprogram using that file.

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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.

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OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

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



SUBARU

Subaru of America, Inc

Subaru Plaza

PO Box 6000

Cherry Hill, NJ 08034-6000

800-782-2783

www.subaru.com

Subaru Recall Campaign WTP-75

NHTSA Recall No. 17V-216

April 2017

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 2017 model year Impreza vehicles.

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

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The software programming of the engine control module (ECM) which operates the radiator fan is not set to a low enough temperature when using winter blend fuels. Therefore, such fuels may begin to vaporize prematurely under certain outside temperature and low speed or stopped driving conditions, resulting in reduced fuel pressure. If this occurs, the **check engine** warning light may illuminate and your vehicle may experience a condition of rough idling, no-start, or engine stall.

The engine may stall in certain circumstances while driving, including low speed, stop-and-go traffic, or at a stop and may not be able to be restarted immediately, increasing the risk of a crash.

REPAIR

To correct this condition, Subaru will reprogram the engine control module (ECM) with a software update. The new ECM logic includes optimized cooling fan control to reduce under-hood temperatures and eliminate fuel vaporization. This repair will be performed at no charge to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair 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 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. The repair and the towing will be at no cost to you.

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HOW LONG WILL THE REPAIR TAKE?

The actual time to complete this repair is approximately 24 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to have your vehicle available for a longer period of time.

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' under 'Quick Links.'

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.wtp75.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.

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.)

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