

CSC-10034046-3777

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this Service Program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.

ECM Reprogramming

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR DESCRIPTION
RC	WVT-30	145-580 – 0.6	Reprogram ECM.

OWNER NOTIFICATION LETTER

Service Program WVT-30
Engine Control Module Reprogramming

Dear Subaru Owner:

We would like to thank you for selecting a 2011 Subaru. At Subaru, we take pride in our products and are committed to your continued satisfaction.

Subaru has developed a modification to the Engine Control Module software logic that will improve the performance of your vehicle's emission control system. This software change will not adversely affect fuel economy or performance.

WHAT WE ARE ASKING YOU TO DO PROMPTLY

We suggest that you schedule an appointment with your Subaru Dealer as soon as possible to have your vehicle's Engine Control Module software reprogrammed. This will take approximately 40 minutes to complete. However, it may be necessary for you to leave your car longer on the day of your appointment to allow your dealer flexibility in scheduling. Your Subaru dealer will perform this modification at no cost to you.

Please present this letter to your Subaru Dealer on the day of your service appointment.

CALIFORNIA REGISTERED OWNERS

The California Air Resources Board requires that emission related campaigns be completed prior to California's vehicle registration renewal process; without this repair, you will not be able to register your vehicle during your next annual registration. Upon completion of this campaign, your California dealer will complete and provide you a "Proof of Correction Certificate." If required, present the certificate to the California Department of Motor Vehicles (the "DMV") when

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renewing your California registration as proof of campaign completion. If the DMV does not request the certificate, we recommend that you keep it for your records.

In addition, the State of California requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the free service we are providing, your vehicle may be more likely not to pass this test and require that you make costly repairs.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have changed your address, or if you have sold your Subaru, please complete the enclosed prepaid postcard and mail it to us.

IF YOU NEED FURTHER ASSISTANCE

To locate the nearest Subaru Dealer you can access our website at www.subaru.com and select "Find a Dealer".

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.
- E-mail: Go to www.subaru.com and select "Contact Us".
- U.S. Postal mail: Write us at: Subaru of America, Inc.,

Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

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

Your continued satisfaction with Subaru is important to us. This update is intended to ensure your vehicle's optimal performance. We appreciate your understanding in this matter and regret any inconvenience this may cause you.

Sincerely,

Subaru of America, Inc.

Notice to Lessors

The lessor of a vehicle who receives this letter is requested to provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor should 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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