

# CSC-10032511-8233

## OWNER NOTIFICATION LETTER

Service Program WVN-24

Engine Control Module Reprogramming And Fuel Tank One-way Fuel Valve

October 2009

### **Dear Subaru Owner:**

We would like to thank you for selecting a 2007~2008 Subaru Forester with a 2.5 Liter engine equipped with a California Partial Zero Emission Vehicle (PZEV) emission system. At Subaru, we take pride in our products and are committed to your continued satisfaction.

During a quality review, we discovered two conditions that may adversely affect the performance of your vehicle's emissions system, specifically the catalytic converter.

**Condition One.** Under certain severe driving patterns, such as high speed highway/uphill driving and/or accelerating with high engine revolutions, the efficiency of your vehicle's catalytic converter may begin to degrade beyond design parameters. To prevent this condition, Subaru has developed a modification to the Engine Control Module software logic that will improve management of the catalytic converter. This software change will not adversely affect the performance of your vehicle.

**Condition Two.** The one-way fuel valve located in your vehicle's fuel tank may not perform as intended and could cause a condition that may damage the catalytic converter. To prevent this condition, the one-way fuel valve must be permanently removed from the fuel tank.

Removal of the valve will not adversely affect the performance of your vehicle because it has been determined this valve is unnecessary.

If either or both conditions were to cause the catalytic converter efficiency to degrade beyond an acceptable level, the "Check Engine" light on your vehicle's instrument panel will illuminate to alert you that your vehicle may be releasing air pollutants that exceed Federal or California emission standards.

### ADDITIONAL INFORMATION CONCERNING CONDITION TWO

The one-way fuel valve is located at the base of a small sub-chamber contained in the fuel tank. When the tank's fuel level drops below 1½ gallons, the sub-chamber is intended to provide a fuel reserve for the fuel pump during vehicle cornering. However, the one-way valve may inadvertently act in such a way as to prevent fuel from refilling the sub-chamber, failing to provide the intended reserve. If this were to happen, the fuel pump could momentarily draw air, causing the engine to experience a sporadic misfire condition resulting in possible damage to your vehicle's catalytic converter.

### 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 and the Fuel Tank One-way Fuel Valve removed. The approximate time to perform this update is 1 hour. However, it may be necessary for you to leave your car for a longer period on the day of your scheduled appointment to allow your dealer flexibility in scheduling other appointments. Your Subaru dealer will perform this repair at no cost to you.

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Since it will be necessary for your dealer to remove the fuel pump from your vehicle's fuel tank to access the one-way fuel valve, it would be helpful if the tank were less than half full at the time of service.

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 the services required by 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 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 to fail 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 your nearest Subaru Dealer, you can access our web site at [www.Subaru.com](http://www.Subaru.com) and go to the dealer locator function. Or, you may call us at 1-800SUBARU3 (1-800-782-2783) during normal business hours. Please call or write (using the address at the top of this letter) us immediately if the dealer fails or is unable to complete this procedure free of charge.

Your continued satisfaction with Subaru is important to us. This update is intended to assure 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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