

**CSC-10047519-5809**  
**OWNER NOTIFICATION LETTER**

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

**Service Program WQC-39**  
**Engine Control Module Reprogramming**  
**Vehicles Registered in the States of**  
**CA, CT, MA, MD, ME, NJ, NY, OR, PA, RI, VT, WA**  
October 2012

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. 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 to improve the monitoring parameters within the On-Board Diagnostic (OBDII) system for the engine coolant thermostat. This correction ensures that should there be an abnormal condition (i.e., the engine coolant does not reach or maintain the proper operating temperature), the “check engine light” will illuminate. The proper illumination of the “check engine light” is needed to alert you that corrective action may be required.

This software change has no effect on fuel economy or vehicle performance.

**WHAT WE ARE ASKING YOU TO DO PROMPTLY**

We ask 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 30 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 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 service we are providing at no charge, your vehicle may not pass this test.

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## 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](http://www.subaru.com) and select "Find a Dealer".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wqc39.service-campaign.com>

If you need additional assistance, please contact us directly:

- 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
- E-mail: Go to [www.subaru.com](http://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

*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.)*

*A subsidiary of Fuji Heavy Industries Ltd.*