

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

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2011-12MY All Models
 2013MY BRZ
SUBJECT: Engine Control Module (ECM)
 Reprogramming

NUMBER: WQC-39
DATE: October 2012
REVISED: 11/30/2012

This Campaign only applies to vehicles with motor vehicle registration in the States of California, Connecticut, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, Pennsylvania, Rhode Island, Vermont and Washington.

INTRODUCTION

Subaru of America, Inc. has determined that vehicles affected by this Service Program require ECM reprogramming.

A modification to the Engine Control Module software has been developed to correct a deficiency in the OBDII system thermostat monitoring logic. This software change will not adversely affect fuel economy or performance.

AFFECTED VEHICLES

- 2011-2012MY All Models
- 2013MY BRZ

Affected vehicles are identified in the VIN range chart below. **NOTE: Not all vehicles in the VIN ranges are affected. Prior to performing repairs, confirm coverage by using the Vehicle Coverage Inquiry function at Subarunet.com.**

	Model	From	To
2011MY	Legacy	B*254245	B*265232
	Outback	B*423727	B*448288
	Impreza Sedan 2.5L NA	B*520687	B*523840
	Impreza Sedan WRX/STI	B*520685	B*525817
	Impreza Wagon 2.5L NA	B*827372	B*832328
	Impreza Wagon WRX/STI	B*827460	B*833713
	Forester	B*761277	B*783898
	Tribeca	B*402959	B*403682

* Various Characters may occupy this position

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	Model	From	To
2012MY	Legacy	C*002025	C*043549
	Outback	C*200013	C*303706
	Impreza Sedan 2.0L NA	C*002004	C*031254
	Impreza Sedan WRX/STI	C*002100	C*031281
	Impreza Wagon 2.0L NA	C*200002	C*247529
	Impreza Wagon WRX/STI	C*200094	C*246471
	Forester	C*400002	C*470746
	Tribeca	C*400038	C*402637
2013MY	BRZ	D*600007	D*603007

* Various Characters may occupy this position

OWNER NOTIFICATION

SOA will prepare and mail Owner Notification Letters to owners of affected vehicles according to the following schedule:

Model Year	Vehicle	Engine	Date
2011	Legacy & Outback	2.5L NA	10/31/12
		2.5L Turbo	12/17/12
		3.6L NA	10/31/12
	Tribeca	3.6L NA	12/17/12
	Impreza	2.5L NA	12/17/12
	Impreza WRX	2.5L Turbo	12/17/12
	Impreza STI	2.5L Turbo	12/17/12
	Forester	2.5L NA	12/17/12
		2.5L Turbo	12/17/12
2012	Legacy & Outback	2.5L NA	11/19/12
		2.5L Turbo	12/17/12
		3.6L NA	12/17/12
	Tribeca	3.6L NA	12/17/12
	Impreza	2.0L NA	10/31/12
	Impreza WRX	2.5L Turbo	12/17/12
	Impreza STI	2.5L Turbo	12/17/12
	Forester	2.5L NA	12/17/12
2.5L Turbo		12/17/12	
2013	BRZ	2.0L NA	12/03/12

A copy of the owner notification letter is included at the end of this bulletin.

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DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this Service Program is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the Service Program correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a Service Program that are in dealer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to repair.
- Repaired in accordance with the repair procedures outlined in this Service Program Bulletin.

PARTS INFORMATION

No repair parts are needed to perform this procedure.

SPECIAL TOOLS

Vehicle ECM reprogramming will require the following:

Subaru Diagnostic System (SDS)

- SDS Toughbook
- Subaru Select Monitor III (SSMIII Application Software)
- Subaru Diagnostic Interface Box (SDI)
- USB Data Link Cable and Reprogramming Cable.

Note: If you require assistance with using the Subaru Diagnostic System (SDS), use the “Help” function icon, which will allow you to access the tutorial information.

SERVICE PROCEDURE

This service procedure will involve reprogramming the ECM with an updated PAK file to correct the deficiency in the OBDII system thermostat monitoring logic.

1. ECM Reprogramming Instructions

1. Verify the status of the “CHECK ENGINE” malfunction indicator light (MIL) located on the vehicle’s instrument cluster.
2. If no malfunction is indicated, reprogram the ECM.
3. If a malfunction is indicated by the MIL remaining continually “on” or “flashing”, diagnose the cause and perform any necessary repairs. Once repairs have been completed, clear all codes and reprogram the ECM.

Note: In the event the cause of the check engine light illumination is not covered by applicable warranties, the cost of repairs is the vehicle owner’s responsibility. Under no circumstances should the ECM be reprogrammed until corrections have been made.

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Important reminders about reprogramming the ECM on all vehicles:

- Follow ECM reprogramming procedures and precautions found in the applicable Subaru service manual.
- Start the engine and allow it to run until base idle speed is achieved. The reprogramming procedure must be performed within 1 hour.
- Should the ECM become inoperative or un-responsive while performing the reprogramming procedure, disconnect both the positive (+) and negative (-) battery terminals for at least 2 or more seconds. Touch the cable ends together for a few moments. Re-connect the terminals to the battery. Begin the normal reprogramming procedure for a second attempt.

Confirm your SSM III contains the applicable SSMIII Flashwrite File Update which includes the following reprogramming PAK files.

Version Numbers

- Software: 1.35.49.7 or higher
- Interface Box: 1.7.6 or higher
- Interface Box CF Card: 1.7.0 or higher

The following chart indicates the applicable PAK files and date available.

Model Year	Vehicle	Engine	Transmission	New ECM/Pack File Part Number	Date Available
2011	Legacy & Outback	2.5L NA CA Spec. PZEV	CVT	22765AC93E.pak	Released
			6MT	22765AC92D.pak	Released
		2.5L Turbo CA/FED Spec.	6MT	22765AC96C.pak	Released
		3.6L NA CA Spec.	5AT	22765AC97C.pak	Released
	Tribeca	3.6L NA CA/FED Spec.	5AT	22765AB32D.pak	Released
	Impreza	2.5L NA CA/FED Spec.	4AT	22765AD012.pak	Released
			5MT	22765AD002.pak	Released
	Impreza WRX	2.5L Turbo CA/FED Spec.	5MT	22765AD023.pak	Released
	Impreza STI	2.5L Turbo CA/FED Spec.	6MT	22765AD033.pak	Released
	Forester	2.5L NA CA Spec.	4AT	22765AB406.pak	Released
5MT			22765AB416.pak	Released	
2.5L Turbo CA/FED Spec.		4AT	22765AB284.pak	Released	

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2012	Legacy & Outback	2.5L NA CA Spec. PZEV	CVT	22765AC66C.pak	Released
			6MT	22765AC65D.pak	Released
		2.5L Turbo CA/FED Spec	6MT	22765AD30B.pak	Released
		3.6L NA CA Spec.	5AT	22765AC68C.pak	Released
	Tribeca	3.6L NA CA/FED Spec.	5AT	22765AD47C.pak	Released
	Impreza	2.0L NA CA Spec.	CVT	22765AC423.pak	Released
			5MT	22765AC403.pak	Released
	Impreza WRX	2.5L Turbo CA/FED Spec.	5MT	22765AC733.pak	Released
	Impreza STI	2.5L Turbo CA/FED Spec.	6MT	22765AC743.pak	Released
	Forester	2.5L NA CA Spec.	4AT	22765AD393.pak	Released
5MT			22765AD403.pak	Released	
		2.5L Turbo CA/FED Spec.	4AT	22765AD442.pak	Released
2013	BRZ	2.0L NA CA/FED Spec.	6AT	22765AC802.pak	Released
			6MT	22765AC812.pak	Released

STATE EMISSION TESTING ADVISORY

After ECM reprogramming, the OBD system's readiness code monitors will set to "incomplete". Normally, the vehicle needs to be driven under a variety of conditions before the readiness code monitors will indicate "complete". (See State I/M Program Advisory Bulletin number 11-120-12, dated date 9-20-2012 for details.)

SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Service Program identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

SUBARU
Campaign Code
WQC-39
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION” CERTIFICATE

The California Air Resources Board and the Department of Motor Vehicles Registration/ Recall Program requires that all emission related Recall/Campaign or Service Program repairs be completed before a vehicle registration is renewed. Please provide owners of vehicles registered in the state of California a completed “Vehicle Emission Recall - Proof of Correction” certificate. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this service program repair has been completed.

Additional certificates are available through the Subaru Claims Helpline at 1-866-782-2782.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
				<input type="text"/>
Manufacturer			Recall Number	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date		Dealership's Authorized Signature		
		X		
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

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.com.

CLAIM TYPE & CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WQC-39 145-583 0.4 hrs.	Reprogram ECM.

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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 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 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.)

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