

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

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SERVICE PROGRAM BULLETIN

APPLICABILITY: 2010 MY Subaru Legacy 2.5GT 6MT

NUMBERS: WTI-69

SUBJECT: WTI-69 Service Campaign - Vehicle Emission Control Information (VECI) Labels

DATE: 09/23/16

INTRODUCTION:

Subaru of America, Inc. (Subaru) is initiating a Service Program for all 2010 model year Legacy 2.5GT 6MT vehicles. Subaru has determined that there is a typographical error on the under-hood Vehicle Emission Control Information (VECI) Label for Subaru Legacy 2.5GT 6MT models with turbo engine. The incorrect label identifies the vehicle being equipped with secondary “AIR”. The vehicles were correctly built without secondary AIR. See State Inspection/ Maintenance Advisory Bulletin 11-165-16 for full details. The typographical error has no impact on emission performance or drivability. The remainder of the 2010 model year Subaru VECI is correct.

AFFECTED VEHICLES:

- All 2010 model year Legacy 2.5GT 6MT vehicles

Model Year	Affected Model	Potentially Affected VIN Range (last 8 characters)
2010	Legacy 2.5 GT 6MT	From A1215700 to A1247733

OWNER NOTIFICATION:

Notification letters will be sent by first class mail to owners of all potentially affected vehicles in September, 2016. A copy of the letter is included at the end of this bulletin.

PLEASE NOTE: OWNERS WILL BE RECEIVING A CORRECTED LABEL KIT WITH INSTRUCTIONS GIVING THEM THE OPTION TO EITHER INSTALL THE LABEL THEMSELVES OR, TO MAKE AN APPOINTMENT AND BRING THE LABEL KIT WITH THEM TO THEIR PREFERRED SUBARU RETAILER. INSTRUCTIONS FOR CUSTOMER INSTALLATION OF THE LABEL KIT ARE PROVIDED ON PG. 6, FOLLOWING THE CUSTOMER LETTER.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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.

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SUBARU RETAILER PROGRAM RESPONSIBILITY:

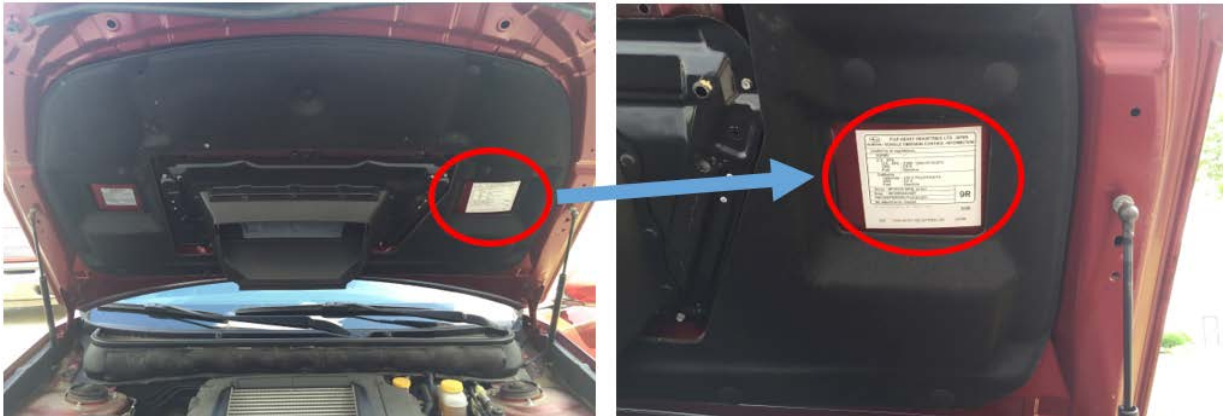
Correct VECI label “kits” will be mailed directly to the owners of these affected vehicles. Retailers should be aware that if the customer is not comfortable with performing the repair on their own, they will likely request their retailer perform it for them. Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the service program has performed before selling or releasing the vehicle.

Any affected vehicle in the retailer’s inventory must be:

- Immediately identified
- Tagged or otherwise marked to prevent its delivery or use prior to inspection and/or repair
- Repaired in accordance with the repair procedures outlined in this Service Program bulletin.

SERVICE PROCEDURE / INFORMATION:

This Service Procedure involves replacement of the Vehicle Emission Control Information (VECI) label located on the underside of the hood. To minimize inconvenience to the affected customers, the correct label kit will be provided by Subaru of America, Inc. (SOA) directly to affected customers via first class mail along with application instructions.



PARTS INFORMATION:

NOTE: Not all vehicles will require parts replacement to be ordered.
(SEE IMPORTANT NOTE BELOW)

Part Number	Description
SOA635144	WTI-69 Emissions Label Kit

IMPORTANT NOTE: Customers having their retailer perform this campaign should be reminded to bring the Owner Notification letter and label kit they should have received in the mail with them.

MATERIALS REQUIRED:

Cleaning supplies to insure proper application of the new label consisting of:

- A clean cloth
- Isopropyl alcohol

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SERVICE PROCEDURE:

NOTE: An additional Service Procedure for use by the customer is supplied at the end of this bulletin.

- Moisten a small area of the clean cloth with the isopropyl alcohol and clean the surface of the existing label. **DO NOT try to peel the original label off.**
- Use a dry area of the cloth to dry the original label thoroughly.
- Peel the backing of the new **BLANK** label and apply it first, directly over the original.
- Clean the surface of the new blank label with isopropyl alcohol on the cloth and thoroughly dry.
- Peel the backing of the new VECI label and apply it directly over the newly-installed blank label to complete this procedure.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

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

Labor Description	Labor Operation #	Failure Code	Labor Time	Claim Type
2010 LEGACY GT EMISSIONS (VECI) LABEL REPLACEMENT	A191-651	WTI-69	0.2	WC

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

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



Subaru of America, Inc

Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

**Subaru Service Program WTI-69
August 2016**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru has become aware that 2010 Subaru Legacy 2.5GT models require a correction to the underhood Vehicle Emission Control Information (VECI) label.

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

DESCRIPTION:

The underhood VECI label contains a description which needs to be updated. Although this correction has no effect on your vehicle's performance, *it may cause your vehicle to fail a future state emission inspection or California SMOG Check test.*

The California Smog Check program, as well as other State Inspection and Maintenance vehicle emission inspection programs, use the underhood VECI label as an integral part of their visual emission inspection procedures.

REPAIR:

The enclosed updated VECI label should be installed on your vehicle per the Vehicle Service Procedure that follows.

WHAT YOU SHOULD DO

Please install the enclosed blank label and updated VECI label over the existing underhood VECI label as instructed in this letter. If you wish to have the label installed by your authorized Subaru retailer, please schedule an appointment and be sure to bring the enclosed labels with you. The authorized Subaru retailer will affix the label free of charge.

HOW LONG WILL THE REPAIR TAKE?

The approximate time to perform this repair is less than 10 minutes. However, when scheduling an appointment with your Subaru retailer, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. Please present this letter along with the enclosed labels to your Subaru retailer at the time this repair procedure is performed.

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' from the drop down menu.

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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.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to 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: Write us at 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.

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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Instructions for Customer Completion of Subaru Service Campaign WTI-69: Vehicle Emission Control Information (VECI) Label Replacement

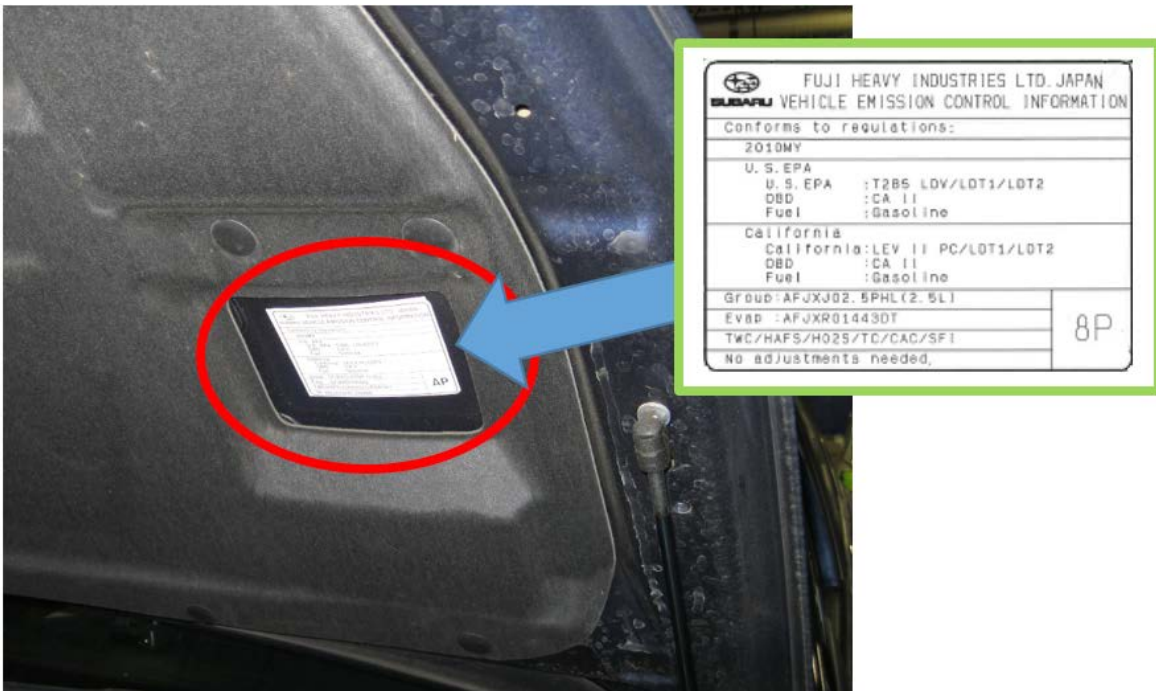
NOTE: It is best to perform this procedure before operating the vehicle (“cold engine”).

Step 1: Park the vehicle in a safe place, ignition **off**, parking brake **ON**.

Step 2: Operate the hood release lever and open the hood.

WARNING: Do not attempt to attach the labels with the engine running. If the engine is hot, allow ample time for cooling before proceeding.

Step 3: Locate the existing VECI label on the driver’s side of the under hood panel as shown below.



Step 4: Use a clean, dry cloth to wipe any dirt or grease from the surface of the original label. **DO NOT** attempt to peel off the original label.

Step 5: Peel the backing of the new **BLANK** label and apply it first, directly over the original. This will ensure the printing from the original label cannot be seen through the new label.

Step 6: Use a dry cloth to wipe the surface of the new blank label clean.

Step 7: Peel the backing of the new VECI label and apply it directly over the newly-installed blank label.

NOTE: If a label is applied incorrectly, do not attempt to remove it. Contact your Subaru Retailer to complete the procedure.

Step 8: Close the hood to complete the procedure.

THANK YOU!