

Subarunet Announcement



To: All Subaru Retailers
From: Subaru of America, Inc.
Date: September 21, 2016

Subject: New Service Program: WTI-69 Vehicle Emission Control Information (VECI) Labels

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.

Description of the Condition

The incorrect label identifies the vehicle being equipped with secondary "AIR". The vehicles were correctly built without secondary AIR. The typographical error has no impact on emission performance or drivability. The remainder of the 2010 model year Subaru VECI is correct.

Repair

Please refer to Service Program Bulletin WTI-69 which is now posted on STIS.

IMPORTANT: Please be advised that per a request by the Emissions Compliance, Regulations and Science Division of the California ARB, Subaru is sending each owner a kit along with instructions to install a corrected VECI label. Those owners who may not feel comfortable installing the labels have been instructed to contact their retailers. Owners are asked to bring their label kit with them at the time of their scheduled appointment. Please be sure to read the applicable Service Program Bulletin WTI-69 for instructions on handling and reimbursement.

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

Owner notification will begin September 22, 2016. Per the Important message above, Owner Notification Letters will include a kit containing the corrected labels and installation instructions.

Retailer Affected VIN Lists

Each Subaru retailer will receive an affected VIN list from their Zone Office this week, before owner notification begins.

Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.

- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

IMPORTANT: Retailer affected VIN lists include owner name and address information for vehicles affected by this service program. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this service program.

Subaru Retailer Program Responsibility

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 vehicles listed in a service program that are in the retailer's stock must be:

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

Instructions for Customer completion of Subaru Service Campaign WTI-69: Vehicle Emission Control Instruction (VECI) label replacement

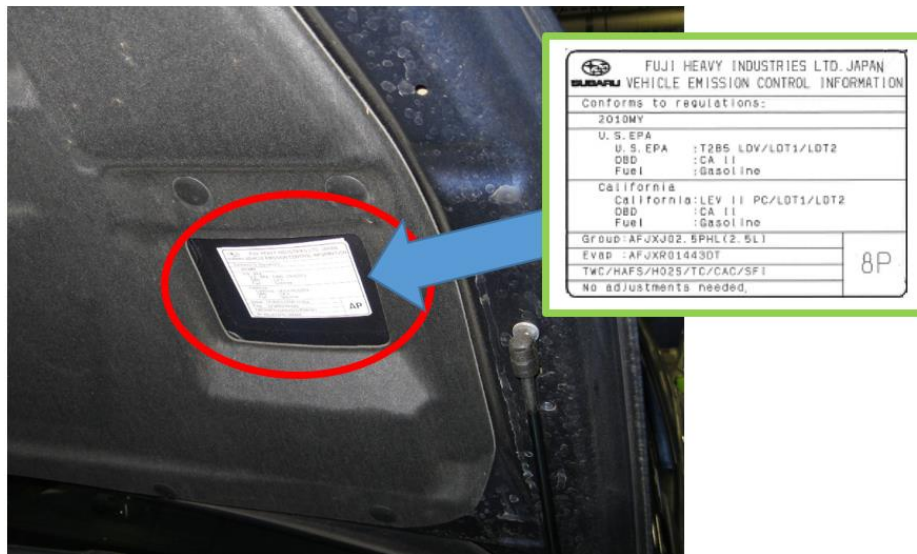
NOTE: It is best to perform this procedure before operating the vehicle (“cold engine”).

Step 1: Park the vehicle in a safe place, ignition **off**, shifter in **Park**.

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 completing the procedure.

THANK YOU!

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



SUBARU

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Subaru Service Program WTI-69
September 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 affect 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.

Please Be Advised, 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 updated VECI label we are providing at no charge, your vehicle may not pass this test.

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.

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 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.

A subsidiary of Fuji Heavy Industries Ltd.

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.)