



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: August 21, 2018

UPDATE: Owner Notification - WTT-79 ECU Reprogramming Service Program

Owner Notification

Owner notification is planned for **August 28, 2018**. Subaru will notify affected vehicle owners by first class mail. Owners with a valid email address on file with MySubaru.com will also be notified by email.

Subaru of America, Inc. has initiated a service program for certain 2017-2019 MY Impreza vehicles, and certain 2018-2019 MY Crosstrek vehicles. This service program involves installation of reprogramming files to optimize the ECM.

Repair

Please refer to Service Program Bulletin WTT-79 which is posted on STIS.

Affected Vehicles

Certain 2017-2019 MY Impreza* and certain 2018-2019 Crosstrek* CVT models equipped with A/C variable compressor.

** The 2017-2018 MY Impreza and 2018 MY Crosstrek vehicles included in this campaign have been identified through warranty history records of reprogramming using certain previous PAK file data.*

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

Retailer Affected VIN Lists

Each Subaru retailer will receive an affected VIN list from their Zone Office when 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 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 phone numbers 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 been 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.