

- ATTENTION:**
- GENERAL MANAGER
  - PARTS MANAGER
  - CLAIMS PERSONNEL
  - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

**SERVICE PROGRAM BULLETIN**

**APPLICABILITY:** 2015-2018MY Legacy and Outback 2.5L (SULEV)

**NUMBER:** WUB-87

**DATE:** 05/28/19

**SUBJECT:** Exhaust Pipe Front (EPF) Replacement

**INTRODUCTION:**

Subaru of America, Inc. (Subaru) is initiating a service campaign for certain 2015-2018 Legacy and Outback 2.5L SULEV vehicles. This campaign involves replacement of the front exhaust pipe assembly, which includes the catalytic converter. Due to an improper part number supersession for the EPF assembly, certain SULEV vehicles which had the EPF replaced by an authorized Subaru retailer may have had a non-SULEV specification part installed. Although there is no safety risk or noticeable change in vehicle operation, performance of the emission system may be insufficient to comply with required specifications.

**AFFECTED VEHICLES:**

Vehicles included in this service campaign are SULEV vehicles which were fitted with a non-SULEV replacement part. This recall will affect approximately 2,620 vehicles. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This information is now available.

| Model Year | Carline            | Affected Units   |
|------------|--------------------|--|
| 2015-2018  | Legacy 2.5L SULEV  | Refer to Vehicle Coverage Inquiry on <a href="http://Subarunet.com">Subarunet.com</a> for <b>WUB-87</b> Service Program Applicability. |
| 2015-2018  | Outback 2.5L SULEV |  |

**DESCRIPTION OF THE REPAIR:**

Subaru retailers will replace the incorrect specification front exhaust pipe with the correct specification front exhaust pipe.

**RETAILER RESPONSIBILITY:**

Retailers are to promptly perform this repair on 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 update has been made before selling or releasing the vehicle.

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| <p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p> | <p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p> |
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## OWNER NOTIFICATION:

Owners will be notified by first class mail during the week of June 3, 2019. Owners with a valid email address on file will also be notified by email. A copy of the owner notification is included at the end of this bulletin.

## RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers 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 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 sole purpose of completing this service program.

## PART INFORMATION:

| Description                                 | Part Number | Qty | Applicability |
|---|-------------|-----|---------------|
| CAL SPEC EXHAUST PIPE AY FRT                | 44620AD82C  | 1   | All           |
| GASKET EXHAUST (EPF to Head)                | 44616AA290  | 2   | All           |
| GASKET EXHAUST (EPF to Center Exhaust Pipe) | 44616AA200  | 1   | 2015 - 1/2017 |
|   | 44616AA330  | 1   | 2/2017 - 2019 |

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The service procedures for removal and replacement of the EPF assembly are unchanged from the currently applicable Service Manuals. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

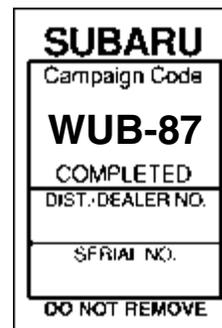
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Once the complete EPF assembly is removed, all of the covers (heat shields) and related parts will need to be **CAREFULLY** removed and transferred over to the replacement part following the procedures in the applicable Service Manual.

See section **15.3.1.3** of the Subaru Claims Policy and Procedures Manual for guidelines to follow when returning catalytic converters and exhaust pipes.

**SERVICE PROGRAM IDENTIFICATION LABEL:**

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.



| Part Number | Applicability | Description  | Order Quantity |
|-------------|---------------|--|----------------|
| MSA6P1302   | All Models    | Campaign Completion Labels (contains one sheet of 20 labels) | 1              |

**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

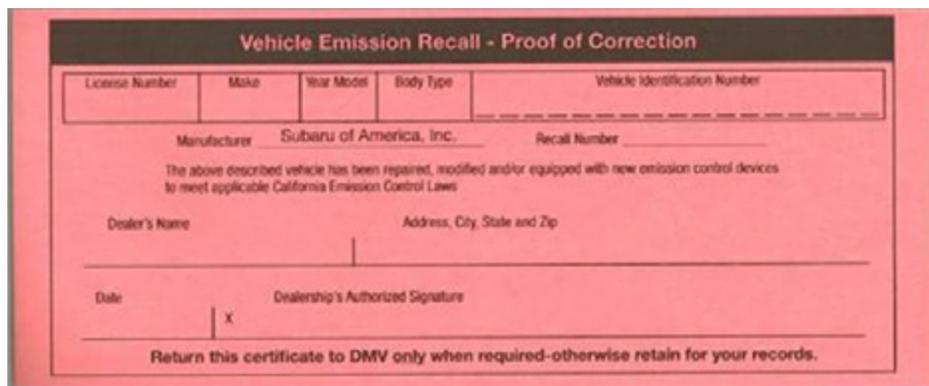
Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

| Labor Description                      | Labor Operation # | Labor Time | Fail Code | Claim Type |
|--|-------------------|------------|-----------|------------|
| LEG/OBK FRONT EXHAUST PIPE REPLACEMENT | 143-621           | 0.7        | WUB-87    | RC         |

**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 normal parts ordering channels using part number MSA6P1301. Quantity 1 = 1 booklet of 50 certificates.



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## **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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**Subaru Service Program WUB-87  
Voluntary Emissions Recall  
June 2019**

**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.

According to our service records, an incorrect front exhaust pipe, which includes the catalytic converter, may have been installed on your Subaru vehicle at the time of service. As a result, your vehicle may fail to meet emission levels certified by the EPA and/or California ARB.

**REASON FOR THIS VOLUNTARY EMISSIONS RECALL**

When setting up service part information, certain front exhaust pipe replacement part numbers were incorrectly assigned to certain vehicle applications. As a result, some vehicles may have received the incorrect replacement part during a repair.

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

**REPAIR**

Your Subaru retailer (dealer) will replace the front exhaust pipe, which includes the catalytic converter, with the correct version which was designed and certified for your vehicle. This repair will be performed at no cost to you.

**WHAT YOU SHOULD DO**

You should immediately contact your Subaru retailer (dealer) for an appointment to have this repair performed.

**HOW LONG WILL THE REPAIR TAKE?**

The time to perform the replacement is less than 45 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

**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 moved or sold your vehicle, please update this information online at [www.subaru.com](http://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](http://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](http://www.subaru.com), Customer Support and select "Contact Us"
- By telephone: 1-844-373-6614 Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.,  
Attn: Customer-Retailer Services Department,  
P.O. Box 9103, Camden, NJ 08101-9877

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.

***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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