

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: 2020MY Outback 2.5L NA Models
SUBJECT: WRE-20 Ignition Coil Campaign

NUMBER: WRE-20
DATE: 10/27/2020

INTRODUCTION:

Subaru of America, Inc. (Subaru) is initiating a new voluntary emission recall for certain 2020 model year 2.5L Outback vehicles in which an incorrect ignition coil(s) may have been installed.

AFFECTED VEHICLES:

A total of 203 U.S. vehicles will be affected by this voluntary emissions recall:

Model Year:	Carline:	Production Dates:
2020	Outback 2.5L	3/11/2020-3/13/2020

Not all vehicles in the production date range listed above may be affected by this voluntary emissions recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

REASON FOR THIS VOLUNTARY EMISSIONS RECALL:

One or more incorrect ignition coils may have been installed in the affected vehicles during production. As a result, over time, a misfire might occur if the incorrect ignition coil continues being used. If a misfire occurs, the Check Engine Light may illuminate, and certain Diagnostic Trouble Codes (DTCs) may be set and stored.

REMEDY REPAIR:

Retailers will inspect all four ignition coils in the affected vehicles, and check for DTCs. If an incorrect ignition coil exists in an affected vehicle, it will be replaced. If a misfire DTC is stored, the front exhaust pipe (which includes the catalytic converter) and the affected spark plug(s) will also be replaced. This voluntary emissions recall will be performed at no cost to the vehicle owner.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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RETAILER RESPONSIBILITY:

Any vehicles listed in any recall/campaign that are in retailer 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 Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this voluntary emissions recall is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

OWNER NOTIFICATION:

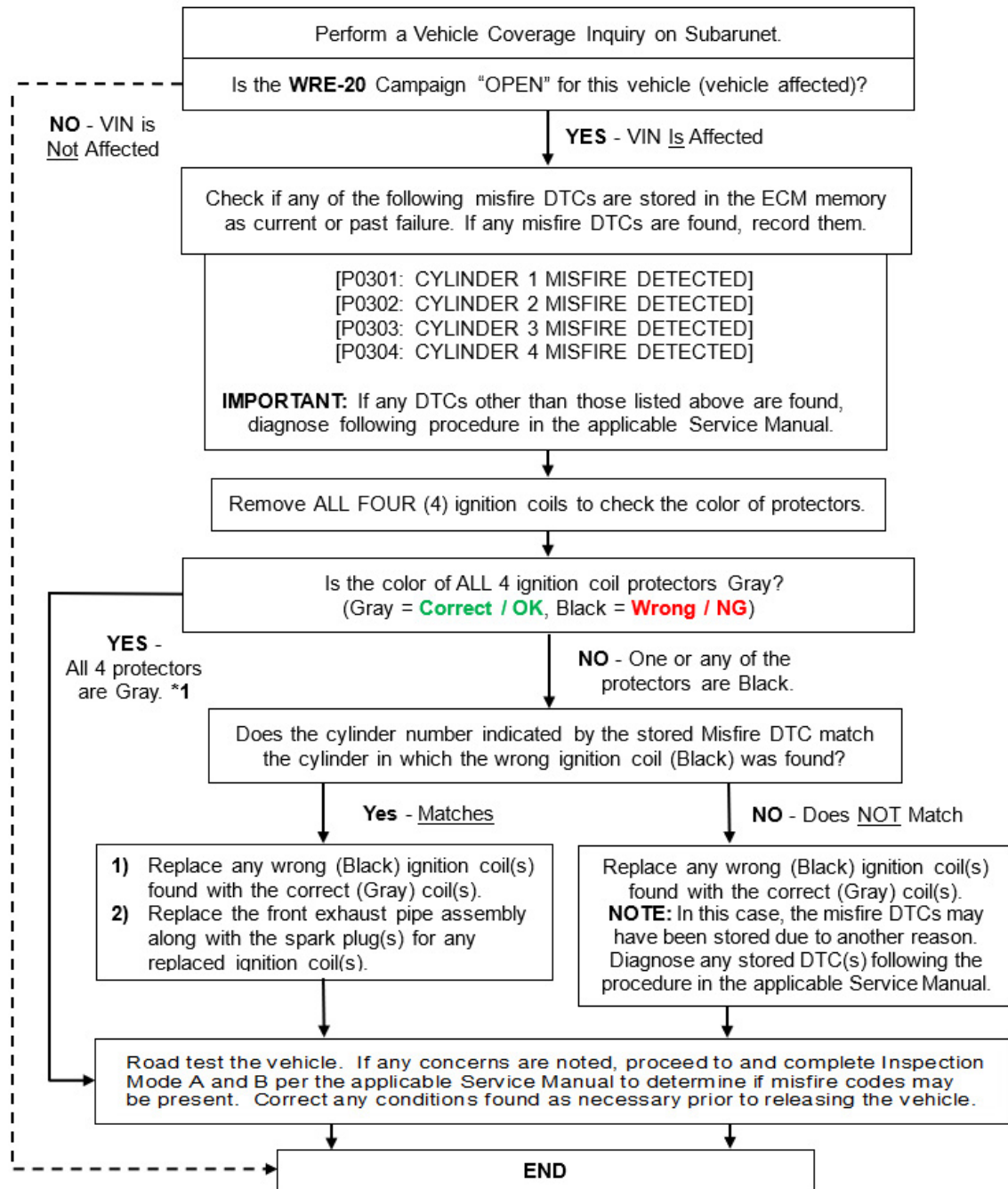
Owner notification letters will be sent by first class mail on or around October 30, 2020.

SERVICE PROCEDURE / INFORMATION:

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

OVERVIEW: The Service Procedure for this Campaign involves inspection for any stored misfire DTC(s), removal and inspection of all 4 ignition coil assemblies and the replacement of any coils which are identified as incorrect for the application. In some cases, replacement of the front catalytic converter / exhaust pipe may be required. A Flowchart is provided below for additional reference.

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*1: **NOTE:** If any misfire DTCs are stored but the protector color is Gray, there may be a different failure. Perform diagnosis following procedure in the applicable Service Manual.

STEP 1) Check if any DTCs are stored in the ECM memory. If any of the following DTCs are stored as current or past failure, record them.

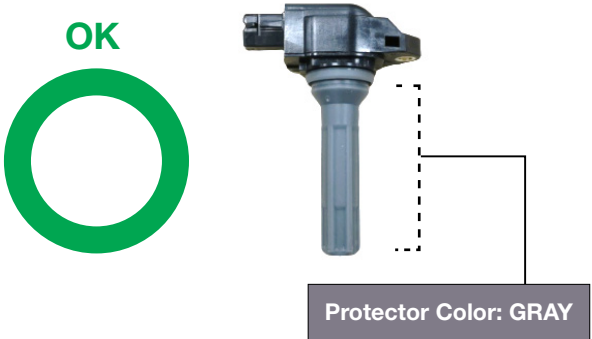

- [P0301: CYLINDER 1 MISFIRE DETECTED]
- [P0302: CYLINDER 2 MISFIRE DETECTED]
- [P0303: CYLINDER 3 MISFIRE DETECTED]
- [P0304: CYLINDER 4 MISFIRE DETECTED]

If any DTCs other than those above are stored, diagnose following the procedures in the applicable Service Manual.

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STEP 2) Remove ALL 4 ignition coils and check the color of their protectors.

CRITICAL: ALL 4 ignition coils MUST be removed and inspected closely. Since it may be difficult to identify the protector color under the normal lighting, using an additional light source or strong flashlight is recommended.

CORRECT Ignition Coil (22433AA81A for 2.5L NA Engine)	Wrong Ignition Coil (22433AA82A for 2.4L Turbo Engine)
 <p>OK</p> <p>Protector Color: GRAY</p>	 <p>NG</p> <p>Protector Color: BLACK</p>

STEP 3) Is the color of all 4 ignition coil protectors Gray?



Reinstall all the ignition coils to complete the procedure.



Proceed to **STEP 4**.

STEP 4) Does the cylinder number shown by DTC recorded in **STEP 1** match the cylinder which the wrong ignition coil (Black) was found to be installed?



- 1) Replace any wrong (Black) ignition coil(s) found with the correct (Gray) coil(s).
- 2) Replace the front exhaust pipe assembly along with the spark plug(s) corresponding to any replaced ignition coil(s) ONLY.

VERY IMPORTANT PARTS ORDERING INFORMATION: Replacement ignition coil (p.n. 22433AA81A) orders should be placed **Non-Prime**. The VIN (last 8) of the recalled vehicle will be the P.O. number and 4 new ignition coils will be released by SOA PICs. Replace any Black coils found during the inspection ONLY. Use any remaining coils to close recalls on other vehicles as needed.



Replace the wrong (Black) ignition coil(s) with correct (Gray) coil(s)*.

***NOTE:** In this case, the misfire DTC(s) may have been stored due to another reason. Diagnose any stored DTC(s) following the procedure in the applicable Service Manual.

STEP 5) VERY IMPORTANT: ALWAYS road test the vehicle. If any concerns are noted during the road test, proceed to and complete the Inspection Mode A and B procedures as per the applicable Service Manual to determine if misfire codes may be present. Correct any conditions found as necessary prior to releasing the vehicle.

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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.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
DTC and IGNITION COIL INSPECTION (All 4) and IGNITION COIL REPLACEMENT(S) AS NEEDED.	A145-550	1.2	WRE-20	RC
DTC and IGNITION COIL INSPECTION, REPLACE 1 COIL, 1 SPARK PLUG AND FRONT EXHAUST PIPE.	A145-551	3.0		
DTC and IGNITION COIL INSPECTION, REPLACE 2 COILS, 2 SPARK PLUGS AND FRONT EXHAUST PIPE.	A145-552	3.1		
DTC and IGNITION COIL INSPECTION, REPLACE 3 COILS, 3 SPARK PLUGS AND FRONT EXHAUST PIPE.	A145-553	3.2		
DTC and IGNITION COIL INSPECTION, REPLACE 4 COILS, 4 SPARK PLUGS AND FRONT EXHAUST PIPE.	A145-554	3.3		

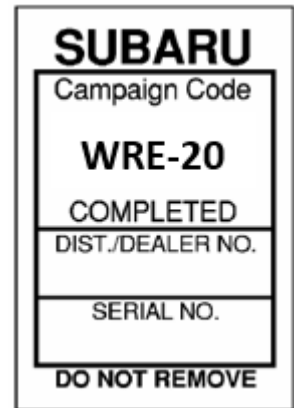
CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION” CERTIFICATE

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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SERVICE PROGRAM IDENTIFICATION LABEL:

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



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



Subaru of America, Inc.
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844-373-6614
www.subaru.com

**Subaru Service Program WRE-20
Voluntary Emissions Recall
October 2020**

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 certain 2020 model year Outback 2.5L models may have had an incorrect ignition coil(s) installed during production. You have received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS VOLUNTARY EMISSIONS RECALL

One or more incorrect ignition coils may have been installed in your vehicle during production. As a result, over time, a misfire might occur if the incorrect ignition coil continues being used. If a misfire occurs, the Check Engine Light may illuminate, and certain Diagnostic Trouble Codes (DTCs) may be set and stored.

REPAIR

Your Subaru retailer (dealer) will inspect all four ignition coils in your vehicle, and check for DTCs. If an incorrect ignition coil exists in your vehicle, it will be replaced. If a misfire DTC is stored, the front exhaust pipe (which includes the catalytic converter) and the affected spark plug(s) will be replaced. 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 inspection and any necessary repair performed.

HOW LONG WILL THE REPAIR TAKE?

The time to perform the ignition coil inspection and DTC check is approximately 1 hour and 10 minutes. If a misfire DTC code is stored, the front exhaust pipe and spark plug replacement may increase the repair time to approximately 3 hours and 20 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

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

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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.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the 'Quick Links' 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: 1-844-373-6614
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 Advocacy 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.

A subsidiary of SUBARU CORPORATION