

CSC-10032512-1285

OWNER NOTIFICATION LETTER

Service Program WVM-23
Engine Control Module Reprogramming
October 2009

Dear Subaru Owner:

We would like to thank you for selecting a 2006~2009 Subaru Legacy / Outback or 2008~2010 Subaru Forester with a 2.5 Liter engine equipped with a California Partial Zero Emission Vehicle (PZEV) emission system. At Subaru, we take pride in our products and are committed to your continued satisfaction.

During a quality review, we discovered that under certain severe driving patterns, such as high speed highway/uphill driving and/or accelerating with high engine revolutions, the efficiency of your vehicle's catalytic converter may begin to degrade beyond design parameters. (The "Check Engine" light will illuminate to alert you if the catalytic converter efficiency has degraded beyond an acceptable level and if your vehicle may be releasing air pollutants that exceed Federal or California emission standards.) To prevent this condition, Subaru has developed a modification to the Engine Control Module software logic that will improve management of the catalytic converter. This software change will not adversely affect the performance of your vehicle.

WHAT WE ARE ASKING YOU TO DO PROMPTLY

We suggest that you schedule an appointment with your Subaru Dealer as soon as possible to have your vehicle's Engine Control Module software reprogrammed. The approximate time to perform this update is 40 minutes. However, it may be necessary for you to leave your car for a longer period on the day of your scheduled appointment to allow your dealer flexibility in scheduling other appointments. Your Subaru dealer will perform this repair at no cost to you. Please present this letter to your Subaru Dealer on the day of your service appointment.

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 the services required by 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 free service we are providing, your vehicle may be more likely to fail this test and require that you make costly repairs.

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CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have changed your address, or if you have sold your Subaru, please complete the enclosed prepaid postcard and mail it to us.

IF YOU NEED FURTHER ASSISTANCE

To locate your nearest Subaru Dealer, you can access our web site at www.Subaru.com and go to the dealer locator function. Or, you may call us at 1-800SUBARU3 (1-800-782-2783) during normal business hours. Please call or write (using the address at the top of this letter) us immediately if the dealer fails or is unable to complete this procedure free of charge.

Your continued satisfaction with Subaru is important to us. This update is intended to assure your vehicle's optimal performance. We appreciate your understanding in this matter and regret any inconvenience this may cause you.

Sincerely,

Subaru of America, Inc.

Notice to Lessors

The lessor of a vehicle who receives this letter is requested to provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor should 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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