

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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



QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2008-09MY PZEV Legacy, Outback & Forester

NUMBER: WQD-40

SUBJECT: Catalytic Converter Replacement & Engine Control Module (ECM) Reprogramming

DATE: January 2013

This Campaign applies to vehicles with motor vehicle registration in the following states:

2008MY: California, Connecticut, Maine, Massachusetts, New York, Pennsylvania, Rhode Island, and Vermont.

2009MY: California, Connecticut, Maine, Massachusetts, New York, Pennsylvania, Rhode Island, Vermont, New Jersey, Oregon and Washington.

INTRODUCTION

Subaru of America, Inc. has determined vehicles affected by this Service Program require front catalytic converter replacement and ECM reprogramming.

For vehicles affected by this Service Program, efficiency of the front catalytic converter may degrade over time. If the catalytic converter efficiency degrades beyond an acceptable level, the vehicle may be releasing air pollutants which exceed California standards. To correct this condition, it will be necessary to replace the front catalytic converter and reprogram the ECM software logic, improving management of the catalytic converter. This software change will not adversely affect fuel economy or performance of the vehicle.

AFFECTED VEHICLES

- 2008-2009MY 2.5L PZEV Legacy, Outback and Forester

Affected vehicles are identified in the VIN range chart below. **NOTE: Not all vehicles in the VIN ranges are affected. Prior to performing repairs, confirm coverage by using the Vehicle Coverage Inquiry function at Subarunet.com. Affected VINs will be added to the Vehicle Coverage table according to the “Schedule Date” found on page 2 under the heading “Owner Notification”.**

Model		From	To
2008MY	Legacy Sedan	8*200366	8*227207
	Outback	8*300017	8*367425
	Forester	8*700009	8*733308
2009MY	Legacy Sedan	9*210001	9*236941
	Outback	9*310001	9*348624
	Forester	9*700011	9*797855

* Various Characters may occupy this position

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OWNER NOTIFICATION

SOA will prepare and mail Owner Notification Letters to owners of affected vehicles according to the following schedule:

Model Year	Vehicle Registration State	Vehicle	Transmission	Schedule Date
2008	CA	Legacy & Outback	AT	1/14/13
	CA	Legacy & Outback	MT	**
	CA	Forester	AT & MT	**
	Other CA Emission States			**
2009	CA	Legacy & Outback	AT	1/14/13
	CA	Legacy & Outback	MT	**
	CA	Forester	AT & MT	**
	Other CA Emission States			**

**Refer to the phase-in table found on pg. 9 for more information regarding the owner notification schedule dates.

A copy of the owner notification letter can be found starting on pg. 7 of this Bulletin.

DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used and demo). Additionally, whenever a vehicle subject to this Service Program is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the Service Program correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a Service Program that are in dealer 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 Service Program Bulletin

PARTS INFORMATION

Catalytic converter replacement will be required.

Due to limited part availability, dealers are requested to order catalytic converter kits as needed. It is suggested parts be ordered at the time a customer contacts a dealer to schedule an appointment. This will ensure the necessary parts are available on the day a customer brings their vehicle in for service.

Model	Description	Part Number
All	WQD40 Catalytic Converter Kit	SOA635112

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The kit contains the following components:

Quantity	Description	Part Number
1	Pipe Comp-Exh Fr	44620AD99A
1	Gskt & Seal Set-Eng	10105AB600

SPECIAL TOOLS

Vehicle ECM reprogramming will require the following:

Subaru Diagnostic System (SDS)

- SDS Toughbook
- Subaru Select Monitor III (SSMIII Application Software)
- Subaru Diagnostic Interface Box (SDI)
- USB Data Link Cable and Reprogramming Cable.

Note: If you require assistance with using the Subaru Diagnostic System (SDS), use the “Help” function, which will allow you to access the tutorial information.

SERVICE PROCEDURE

- This service procedure involves replacement of the front catalytic converter assembly and reprogramming of the ECM with updated logic to correct an OBDII system deficiency.
- The catalytic converter must be replaced **BEFORE** reprogramming the ECM.
- **IMPORTANT: Both procedures must be done during the same repair visit.**

1. Front Catalytic Converter Replacement

Replace the front catalytic converter following the procedures outlined in the applicable Subaru Service Manual and any related Technical Service Bulletins. When replacing the converter, the A/F and O2 sensors should be reused.

Note: To avoid potential damage to the threaded portions of the sensors, allow the converter to cool down before attempting to remove them. Application of a spray-type penetrating lubricant to the thread areas and allowing it to soak in for at least a minute or more is recommended to help ease sensor removal. Be sure to wipe away all excess lubricant. Before installing the sensors into the replacement converter, application of a small amount of nickle based anti-seize compound to the sensor threads is also recommended.

2. ECM Reprogramming Instructions

Information regarding ECM reprogramming procedures can be found by accessing the Help menu located at the top of the Main Menu screen of the SSMIII application.

- Verify the status of the “CHECK ENGINE” malfunction indicator light (MIL) located on the vehicle’s instrument cluster.
- If no malfunction is indicated, proceed with reprogramming the ECM.
- If a malfunction is indicated by the MIL remaining continually “on” or “flashing”, diagnose the cause and perform any necessary repairs. Once repairs have been completed, clear all DTCs then reprogram the ECM.

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NOTES:

- In the event the cause of the check engine light illumination is not covered by applicable warranties, the cost of repairs is the vehicle owner's responsibility.
- Under no circumstances should the ECM be reprogrammed until the proper corrections have been made and the catalytic converter replaced.

Confirm your SSM III contains the applicable SSMIII FlashWrite File Update which includes the reprogramming PAK files shown in the chart below. PAK files will be released and automatically sent electronically to dealer equipment on or prior to the dates indicated in the "Date Available" column found in the following table.

Version Numbers

- Software: 1.36.50.7 or later
- Interface Box: 1.7.7 or later
- Interface Box CF Card: 1.8.0 or later

For the WQD-40 Service Program, special **Look-Up CID Numbers** have been established to identify proper Pack File applicability. New ECM / Pack File Part Numbers and the tentative availability dates are also included in the chart below.

IMPORTANT: The Pack Files for this Service Program will not appear when searching FlashWrite if the current ECM CID number or Vehicle Spec. parameters are used. These files are only accessible by using the Look-Up CID Numbers from the chart below.

Model Year	Vehicle	Engine / Emission Spec.	Transmission Type	Look-Up CID Number for WQD-40	New ECM/Pack File Part Number	Date Available
2008	Legacy & Outback	2.5L NA CA Spec. PZEV	4AT	WQD4005	22611BC05A.pak	1/14/2013
			5MT	WQD4004	22611BC04A.pak	2/25/2013
	Forester	2.5L NA CA Spec. PZEV	4AT	WQD4007	22611BC070.pak	TBD
			5MT	WQD4006	22611BC060.pak	TBD
2009	Legacy & Outback	2.5L NA CA Spec. PZEV	4AT	WQD4005	22611BC05A.pak	1/14/2013
			5MT	WQD4004	22611BC04A.pak	2/25/2013
	Forester	2.5L NA CA Spec. PZEV	4AT	WQD4009	22611BC090.pak	TBD
			5MT	WQD4008	22611BC080.pak	TBD

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Once the applicable Pack File has been identified, proceed with the remainder of the established ECM reprogramming procedure.

These Pack Files are to be used solely for completion of the WQD-40 Service Program.

NOTE: Should the ECM become inoperative or un-responsive during the reprogramming procedure;

1. Disconnect both the positive (+) and negative (-) battery terminals for at least 2 or more seconds.
2. Touch the cable ends together for a few moments, and then re-connect the terminals to the battery.
3. Start the reprogramming procedure over again from the beginning.

STATE EMISSION TESTING ADVISORY

After ECM reprogramming, the OBDII system's readiness code monitors will set to "incomplete". Normally, the vehicle needs to be driven under a variety of conditions before the readiness code monitors will indicate "complete". (See State I/M Program Advisory Bulletin number 11-120-12, dated 9-20-2012 for details.)

SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Service Program identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

SUBARU
Campaign Code
WQD-40
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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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 the Subaru Claims Helpline at 1-866-782-2782.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer		Recall Number		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's Name		Address, City, State and Zip		
Date	Dealership's Authorized Signature			
	x			
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

LABOR DESCRIPTION	LABOR OPERATION	CLAIM TYPE	FAIL CODE	LABOR TIME
Catalytic Converter Replacement and ECM Reprogramming	A143-601	RC	WQD-40	0.9

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OWNER NOTIFICATION LETTER

**Service Program WQD-40
Engine Control Module Reprogramming
Vehicles Registered in the States of
CA, CT, MA, ME, NJ, NY, OR, PA, RI, VT, WA
January 2013**

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

Dear Subaru Owner:

We would like to thank you for your selection of a 2008-2009 model year Subaru Legacy, Outback or Forester vehicle equipped with a 2.5 Liter engine and a California Partial Zero Emission Vehicle (PZEV) system. At Subaru, we take pride in our products and are committed to your continued satisfaction.

Subaru has determined that the efficiency of your vehicle's front catalytic converter may degrade over time. If the catalytic converter efficiency degrades beyond an acceptable level, your vehicle may be releasing air pollutants that exceed California standards. To correct this condition, Subaru will replace the front catalytic converter and reprogram the Engine Control Module software logic to improve management of the catalytic converter. This software change will not adversely affect fuel economy or the performance of your vehicle.

WHAT WE ARE ASKING YOU TO DO PROMPTLY

We ask that you schedule an appointment with your Subaru Dealer as soon as possible to have your vehicle's front catalytic converter replaced and Engine Control Module software reprogrammed. Doing so will help ensure your vehicle's full protection under the emission warranty as failure to do so may be considered a lack of proper maintenance. This will take approximately 1 hour to complete. However, it may be necessary for you to leave your car longer on the day of your appointment to allow your dealer flexibility in scheduling. Your Subaru dealer will perform this modification 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 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.

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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 changed your address, or if you have sold your Subaru, 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 Contact Us then select Update Address from the drop down menu.

IF YOU NEED FURTHER ASSISTANCE

To locate the nearest Subaru Dealer you can access our website at www.subaru.com and select "Find a Dealer".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wqd40.service-campaign.com>

If you need additional assistance, please contact us directly:

- 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
- E-mail: Go to www.subaru.com and select "Contact Us".
- U.S. Postal mail: Write us at Subaru of America, Inc., Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Please contact us immediately if the dealer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with Subaru is important to us. This update is intended to ensure 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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PHASE-IN TABLE

	STATE	MY	CARLINE	TRANS
Phase 1 (1/14/13)	CA	2008	Legacy	Auto
	CA	2009	Legacy	Auto
	CA	2008	Outback	Auto
	CA	2009	Outback	Auto
Phase 2 (2/25/13)	MA	2008	Outback	Auto
	OR	2009	Legacy	Auto
	OR	2009	Outback	Auto
	WA	2009	Legacy	Auto
	WA	2009	Outback	Auto
Phase 3 (3/18/13)	CA	2008	Legacy	Manual
	CA	2009	Legacy	Manual
	CA	2008	Outback	Manual
	CA	2009	Outback	Manual
	CT	2008	Legacy	Auto
	CT	2009	Legacy	Auto
	CT	2008	Outback	Auto
	CT	2009	Outback	Auto
	MA	2008	Legacy	Auto
	OR	2009	Legacy	Manual
	OR	2009	Outback	Manual
	WA	2009	Legacy	Manual
	WA	2009	Outback	Manual
	Phase 4 (4/15/13)	CA	2008	Forester
CA		2008	Forester	Manual
CT		2008	Legacy	Manual
CT		2009	Legacy	Manual
CT		2008	Outback	Manual
CT		2009	Outback	Manual
MA		2008	Forester	Auto
MA		2008	Forester	Manual
MA		2008	Legacy	Manual
MA		2009	Legacy	Auto
MA		2009	Legacy	Manual
MA		2008	Outback	Manual
MA		2009	Outback	Auto
MA		2009	Outback	Manual

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	STATE	MY	CARLINE	TRANS
Phase 5 (5/13/13)	CA	2009	Forester	Auto
	OR	2009	Forester	Auto
	OR	2009	Forester	Manual
Phase 6 (6/17/13)	CA	2009	Forester	Manual
	CT	2008	Forester	Auto
	CT	2008	Forester	Manual
	ME	2008	Legacy	Manual
	ME	2009	Legacy	Manual
	ME	2008	Outback	Manual
	ME	2009	Outback	Manual
	WA	2009	Forester	Auto
	WA	2009	Forester	Manual
Phase 7 (7/15/13)	CT	2009	Forester	Auto
	MA	2009	Forester	Auto
Phase 8 (8/12/13)	CT	2009	Forester	Manual
	MA	2009	Forester	Manual
	ME	2008	Forester	Auto
	ME	2008	Forester	Manual
	ME	2009	Forester	Auto
	ME	2009	Forester	Manual
	NJ	2009	Forester	Auto
	NJ	2009	Forester	Manual
Phase 9 (9/16/13)	ME	2008	Legacy	Auto
	ME	2009	Legacy	Auto
	ME	2008	Outback	Auto
	ME	2009	Outback	Auto
	NJ	2009	Legacy	Auto
	NJ	2009	Legacy	Manual
	NJ	2009	Outback	Auto
	NJ	2009	Outback	Manual
	NY	2008	Forester	Auto
	NY	2008	Forester	Manual
	PA	2008	Legacy	Manual
	PA	2009	Legacy	Manual
	PA	2008	Outback	Manual
	PA	2009	Outback	Manual

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	STATE	MY	CARLINE	TRANS
Phase 10 (10/14/13)	NY	2009	Forester	Auto
	PA	2008	Forester	Auto
	PA	2008	Forester	Manual
Phase 11 (11/11/13)	NY	2009	Forester	Auto
	NY	2009	Forester	Manual
	NY	2008	Legacy	Manual
	NY	2009	Legacy	Manual
	NY	2008	Outback	Manual
	NY	2009	Outback	Manual
	RI	2008	Legacy	Auto
	RI	2008	Legacy	Manual
	RI	2009	Legacy	Auto
	RI	2009	Legacy	Manual
	RI	2008	Outback	Auto
	RI	2008	Outback	Manual
	RI	2009	Outback	Auto
	RI	2009	Outback	Manual
	VT	2008	Legacy	Manual
	VT	2009	Legacy	Manual
	VT	2008	Outback	Manual
VT	2009	Outback	Manual	
Phase 12 (12/9/13)	NY	2008	Outback	Auto
	RI	2008	Forester	Auto
	RI	2008	Forester	Manual
	RI	2009	Forester	Auto
	RI	2009	Forester	Manual
	VT	2008	Forester	Auto
	VT	2008	Forester	Manual
	VT	2009	Forester	Auto
Phase 13 (1/13/14)	NY	2008	Legacy	Auto
	NY	2009	Legacy	Auto
	PA	2009	Outback	Auto
	VT	2008	Legacy	Auto
	VT	2008	Outback	Auto

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	STATE	MY	CARLINE	TRANS
Phase 14 (2/10/14)	NY	2009	Outback	Auto
	PA	2008	Outback	Auto
	VT	2009	Legacy	Auto
	VT	2009	Outback	Auto
Phase 15 (3/10/14)	PA	2009	Forester	Auto
	PA	2009	Forester	Manual
Phase 16 (4/7/14)	PA	2008	Legacy	Auto
	PA	2009	Legacy	Auto