

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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2010 through 2012MY Legacy and Outback
2012 through 2013MY Impreza
2013MY XV Crosstrek™

NUMBER: WQF-42
DATE: April 2013

SUBJECT: Optional Genuine Subaru Remote Engine Starter

Subaru of America, Inc. has determined that a defect, which relates to motor vehicle safety, exists on certain Subaru vehicles equipped with optional Genuine Subaru Remote Engine Starter (RES). The Transmitter fobs may contain a defect that could adversely affect the operation of the RES resulting in a potential safety hazard.

If an RES transmitter fob is dropped, movement of the internal battery retaining clip may occur and cause damage to a component on the PC board. Under this condition, the fob may transmit an engine start (or stop) request at any time without the user pressing the button. If the vehicle is in range and receives the request, the engine may start and run for up to 15 minutes (or until a stop request is received). The engine may continue to start and stop until the fob battery is depleted, or until the vehicle runs out of fuel. If that occurs when the vehicle is parked in an enclosed area, such as a garage, there is a risk of carbon monoxide build-up which may cause headaches, dizziness or, in extreme cases, unconsciousness and/or asphyxiation.

The defect does not pose a risk while driving because the RES system is completely deactivated after the vehicle is started with the key. The keyless entry feature on a vehicle's ignition key (used to lock and unlock the doors) is not affected.

This recall will involve replacing the original RES transmitter fobs and reprogramming the new ones.

AFFECTED VEHICLES

This action includes applicable models equipped with optional RES provided they fall within any of the following parameters:

- o The RES was installed by a port facility and delivered to a dealer on or before 2/22/13.
- o The RES was installed by a dealer on or before 2/22/13.
- o An RES kit, applicable to affected models, that was sold by a Subaru dealer parts department for installation by others on or before 2/22/13.
- o Replacement part RES transmitter fobs (part number H001SAJ030) for applicable models, including 2013 Legacy / Outback, sold on or before 2/22/13.

APPLICABLE MODELS

- **2010MY through 2012MY Legacy and Outback with AT or CVT**
- **2012MY through 2013MY Impreza with CVT (except WRX/STI models)**
- **2013MY XV Crosstrek with CVT**

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Of the RES kits produced that could experience this condition, approximately 50% were installed by a port facility prior to delivery to dealers. The remaining 50% are kits that were either installed by dealers or sold to individuals in kit form.

- **Vehicles with Port Installed RES**

Vehicles equipped with port installed RES have been identified and will appear in vehicle coverage inquiry with the campaign code WQF-42.

- **All Other Potentially Affected Vehicles**

Vehicles within the affected group that do not have port installed RES will appear in vehicle coverage inquiry with the following statement in the comments field: "It has been determined this vehicle may be affected by the WQF42 Optional Genuine Subaru Remote Engine Starter recall. If this vehicle is equipped with an accessory remote engine starter, please review Recall Bulletin WQF42. If it is determined the recall applies, it must be added to the recall parameter. To add the VIN, please go to Subarunet/Service – Claim Entry/Info/Add VIN to Recall."

OWNER NOTIFICATION

There are two versions of owner notification letters.

Version 1 addresses vehicle owners who are known to have a vehicle equipped with port installed RES. The letter will inform the owner that their vehicle is affected by this recall. Vehicles in this category will appear in vehicle coverage inquiry with the campaign code WQF-42.

Version 2 addresses all other vehicle owners who have a vehicle that may have had RES installed after the vehicle was first delivered to a dealer. The letter will inform the owner that their vehicle is affected by this recall if it is equipped with RES.

A copy of both owner notification letters is included at the end of this bulletin. The letter instructs vehicle owners to bring all RES transmitter fobs with them at the time of their service appointment.

In addition to notification by mail, vehicle owners with a valid email address and MySubaru subscribers will be notified electronically on the same date letters are mailed.

Owner notification letters are scheduled to begin mailing on or around April 22, 2013.

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, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New, used, demo or SSLP vehicles listed in a recall/campaign that are in dealer 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 this Product Campaign Bulletin.

Continued...

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Dealer failing to perform the applicable service procedures as defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo & SSLP) prior to the vehicle being placed in service may be subject to civil penalties of up to \$6,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

PARTS INFORMATION

Upon launch of this recall, dealers will automatically be sent a limited quantity of replacement RES transmitters. It is suggested that dealers verify their part inventory and order additional quantities as needed at the time a customer schedules an appointment. This will ensure the necessary parts are available on the day a customer brings their vehicle in for service.

Part Number	Description
SOA390R001	REMOTE START TRANSMITTERS (Contains 2 Transmitters)

Please note: Replaced transmitter fobs are on automatic warranty parts return and should not be scrapped. All affected remote transmitters in the customers possession must be replaced. Any lost or supplemental remote transmitters which will effect the returned parts quantity should be noted on the repair order and acknowledged by the customer.


REPAIR PROCEDURE

The repair procedure for this safety recall will involve replacement of the Optional Genuine Subaru Remote Engine Start (RES) system's bi-directional remote transmitter assemblies. This recall procedure involves replacement of ALL the remote transmitters the customer has for the subject vehicle. For example, if the customer purchased an extra RES transmitter to keep with their "spare" key, replacement cost for that (3rd) remote transmitter would also be covered under the recall. To summarize, if the customer provides three (3) remote transmitters, they receive three (3) replacements in return under the recall. Unless the customer provides more than two remote transmitters at the time the recall is performed, requests for any additional remote transmitters beyond the two (2) provided in the SOA 390R001 kit would be at the customer's expense.

The replacement remote transmitters must be programmed to the RES control module before the system will operate. Follow the instructions below to complete the programming procedure for each replacement remote transmitter.

1. Open the driver's door (the driver's door must remain open throughout the entire process).
2. Depress and hold the brake pedal.
3. Turn the ignition switch to the "ON" then "OFF", "ON" then "OFF", "ON" then "OFF", then back "ON" and leave "ON" throughout the programming process (the total duration from point of first ignition "ON" cycle must not exceed five (5) seconds). The system will flash the side marker lights, tail lights, front position lights and honk the horn three (3) times, indicating the system has entered the transmitter programming mode.

Continued...

4. Press  and release the button on the remote transmitter you wish to program. The system will flash the side marker lights, tail lights, front position lights and honk the horn one (1) time, indicating the system has “learned” the replacement transmitter. Upon successful programming, the remote transmitter button will flash one (1) time (within five (5) seconds) for confirmation.
5. Repeat step four (4) for any additional remote transmitters (the system will accept up to eight (8) transmitters). The system has “memory slots” to accept up to eight (8) remote transmitters. For example if the customer provides two (2) remote transmitters, program each of the replacements four (4) times to fill all eight (8) memory slots. When the programming procedure is complete all eight (8) slots should be filled. This will ensure a misplaced remote transmitter cannot inadvertently operate the RES system unless it is programmed to the system.
6. The system will exit the transmitter programming mode if the ignition key is turned to the “OFF” position, the door is closed, or after two (2) minutes.

RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Recall 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. Ordering qty 1=1 sheet of 20 labels.

SUBARU
Campaign Code
WQF-42
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

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

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WQF-42	A109-111 0.2 hrs.	Replace RES Transmitter Fobs

Continued...

**OWNER NOTIFICATION LETTER
VERSION 1**



SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

**Important Safety Recall Notice
Subaru Recall Campaign WQF42-1
NHTSA Recall No. 13V-061
April 2013**

Dear Subaru Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in some 2010 through 2013 model year Subaru vehicles equipped with optional Genuine Subaru Remote Engine Starters.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that your vehicle has been equipped with an optional Remote Engine Starter (RES). The RES includes remote transmitter fobs that could malfunction and cause your vehicle's engine to unexpectedly start.

Remote transmitter fobs, usually attached to your vehicle key ring/holder, allow the vehicle operator to remotely start the vehicle's engine from a location of up to 400 feet away. If an RES transmitter fob is dropped, movement of the internal battery retaining clip may occur and cause damage to a component on the PC board. Under this condition, the fob may transmit an engine start (or stop) request at any time without the user pressing the button. If the vehicle is in range and receives the request, the engine may start and run for up to 15 minutes (or until a stop request is received). The engine may continue to start and stop until the fob battery is depleted, or until the vehicle runs out of fuel.

DESCRIPTION OF THE SAFETY HAZARD

If a remote transmitter fob were to malfunction and cause the engine to start when the vehicle is parked in an enclosed area, such as a garage, there is a risk of carbon monoxide build-up which may cause headaches, dizziness or, in extreme cases, unconsciousness and/or asphyxiation.

The defect does not pose a risk while driving because the RES system is completely deactivated after the vehicle is started with the key. The keyless entry feature on your vehicle's ignition key (used to lock and unlock the doors) is not affected.

REPAIRS

To correct this condition, Subaru will replace the original RES transmitter fobs and reprogram the new ones at no cost to you.

Continued...

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you.

There are several important precautions you should take until this repair has been performed:

- The batteries should be removed from the RES transmitter fobs rendering them completely inoperable. (See battery removal instructions at the end of this letter.)
- As a precautionary measure, it is highly recommended that you not park your vehicle in an enclosed garage unless the transmitter fob batteries have been removed or the fobs replaced.

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace and reprogram the replacement RES transmitter fobs is approximately 15 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 dealer flexibility in scheduling. Please present this letter to your Subaru Dealer at the time this repair procedure is performed. **Please be sure to bring all RES transmitter fobs with you at the time of your appointment. They are needed to complete this repair.**

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru dealer in your area would charge for performing those repairs.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete vehicle identification number (17 digits), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer Dealer Services Department
Attention: WQF-42 Recall
P.O. Box 6000
Cherry Hill, NJ 08034-6000**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed postage 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".

Continued...

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

- <http://www.wqf42.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.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the dealer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

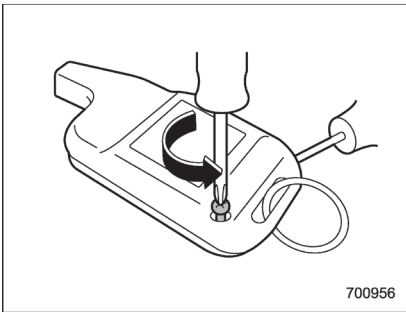
Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle’s proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.

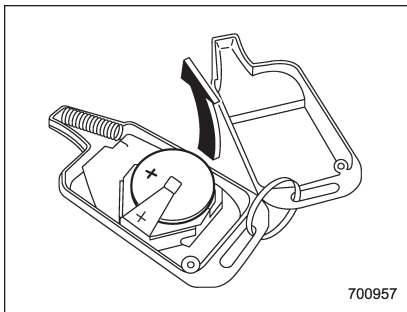
Notice to Lessors: Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification 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.)

A subsidiary of Fuji Heavy Industries Ltd.

Instructions for RES Transmitter Fob Battery Removal



700956



700957

1. Remove the small Phillips type screw located on the back side lower left corner of the transmitter.
2. Carefully pry the transmitter halves apart using a small flat-head screwdriver
3. Remove the circuit board from the bottom half of the case and remove the batteries.

Continued...

**OWNER NOTIFICATION LETTER
VERSION 2**



Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

**Important Safety Recall Notice
Subaru Recall Campaign WQF42-2
NHTSA Recall No. 13V-061
April 2013**

Dear Subaru Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in some 2010 through 2013 model year Subaru vehicles equipped with optional Genuine Subaru Remote Engine Starters. **If your vehicle is not equipped with an optional remote engine starter, this notice does not apply to you.**

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that certain vehicles equipped with an optional Remote Engine Starter (RES) include remote transmitter fobs that could malfunction and cause the vehicle's engine to unexpectedly start.

Remote transmitter fobs, usually attached to a vehicle key ring/holder, allow the vehicle operator to remotely start the vehicle's engine from a location of up to 400 feet away. If an RES transmitter fob is dropped, movement of the internal battery retaining clip may occur and cause damage to a component on the PC board. Under this condition, the fob may transmit an engine start (or stop) request at any time without the user pressing the button. If the vehicle is in range and receives the request, the engine may start and run for up to 15 minutes (or until a stop request is received). The engine may continue to start and stop until the fob battery is depleted, or until the vehicle runs out of fuel.

DESCRIPTION OF THE SAFETY HAZARD

If a remote transmitter fob were to malfunction and cause the engine to start when the vehicle is parked in an enclosed area, such as a garage, there is a risk of carbon monoxide build-up which may cause headaches, dizziness or, in extreme cases, unconsciousness and/or asphyxiation.

The defect does not pose a risk while driving because the RES system is completely deactivated after the vehicle is started with the key. The keyless entry feature on your vehicle's ignition key (used to lock and unlock the doors) is not affected.

REPAIRS

To correct this condition, Subaru will replace the original RES transmitter fobs and reprogram the new ones at no cost to you.

Continued...

WHAT YOU SHOULD DO

If your vehicle is equipped with optional RES or if you are unsure whether your vehicle is equipped with optional RES, you should immediately contact your Subaru Dealer for an appointment to have your vehicle inspected and if necessary, this repair performed at no cost to you. If you are certain that your vehicle is not equipped with RES, no further action is necessary.

There are several important precautions you should take until this repair has been performed:

- The batteries should be removed from the RES transmitter fobs rendering them completely inoperable. (See battery removal instructions at the end of this letter.)
- As a precautionary measure, it is highly recommended that you not park your vehicle in an enclosed garage unless the transmitter fob batteries have been removed or the fobs replaced.

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace and reprogram the replacement RES transmitter fobs is approximately 15 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 dealer flexibility in scheduling. Please present this letter to your Subaru Dealer at the time this repair procedure is performed. **Please be sure to bring all RES transmitter fobs with you at the time of your appointment. They are needed to complete this repair.**

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru dealer in your area would charge for performing those repairs.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete vehicle identification number (17 digits), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer Dealer Services Department
Attention: WQF-42 Recall
P.O. Box 6000
Cherry Hill, NJ 08034-6000**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

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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".

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- <http://www.wqf42.service-campaign.com>

If you need additional assistance, please contact us directly:

- E-mail: Go to www.subaru.com and select “Contact Us”.
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Friday between 10:30 a.m. and 5:00 p.m. ET
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- U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

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You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the dealer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

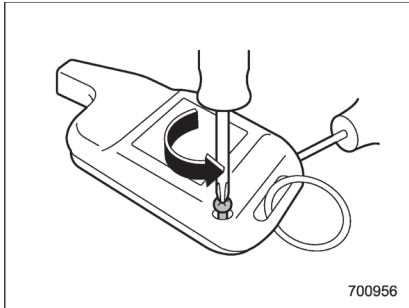
Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle’s proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.

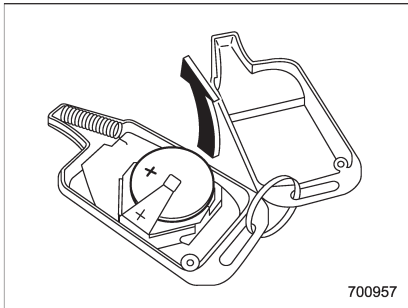
Notice to Lessors: Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification 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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