



Subarunet Announcement

To: All Subaru Dealers

From: Subaru of America, Inc.

Date: April 22, 2013

Update: Subaru Recall Campaign WQF42: Optional Genuine Subaru Remote Engine Starter Transmitter Fobs

On February 22, 2013, Subaru of America, Inc. announced that a defect, which relates to motor vehicle safety, exists on certain Subaru vehicles equipped with optional Genuine Subaru Remote Engine Starter (RES). Transmitter fobs may contain a defect that could adversely affect the operation of the RES resulting in a potential safety hazard.

Affected vehicles equipped with optional RES are as follows:

- **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**

This action applies to:

- Affected vehicles with an RES Installed by a port facility and delivered to dealers on or before 2/22/13. Your Region will provide you with any affected VINs that are currently in your inventory.
- Affected vehicles with an RES Installed by a dealer on or before 2/22/13.
- RES kits applicable to affected vehicles sold by a Subaru dealer parts department on or before 2/22/13.
- Replacement part RES transmitter fobs applicable to affected vehicles and 2013 Legacy / Outback sold on or before 2/22/13.

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 that 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."

Campaign Bulletin

The WQF-42 campaign bulletin is posted on the Techinfo.Subaru.com website under "What's New". Please refer to the bulletin for repair instructions and additional information including claim submission instructions.

Repair Parts

Upon launch of this recall, dealers will automatically be sent a limited quantity of replacement RES transmitters. While automatic shipments are in process, dealers will not be able to place additional orders. Once automatic shipments have been completed, ordering restrictions will be lifted and dealers notified accordingly.

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 remotes in the customer's possession must be replaced. Any lost or supplemental remotes that will affect the returned parts quantity should be noted on the repair order and acknowledged by the customer.

Owner Notification

Owner notification letters will begin mailing on April 22, 2013. 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.

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 the WQF-42 campaign bulletin.