

**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

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**SERVICE PROGRAM BULLETIN**

**APPLICABILITY:** 2015-16 MY Legacy and Outback

**NUMBERS:** WTH-68

**SUBJECT:** Engine No-Start Condition in Cold Climates

**DATE:** 08/23/16

This repair procedure was previously published in TSB number 07-89-15R. In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is now initiating a service program for certain 2015 and 2016 model year Legacy and Outback vehicles as described in this Service Program bulletin.

**INTRODUCTION:**

During ocean transportation of the EGI Main relays, moisture may be absorbed into them from exposure to very high ambient humidity conditions. During normal operation, this moisture is heated by the relay’s electric coils and evaporated while the engine is running however, it may not all be eliminated. If the vehicle is used in extreme cold temperatures (-20C / -4F), ice crystals may form on the relay’s contacts due to rapid heat radiation after the engine is turned off. As a result, these ice crystals can insulate and prevent electricity from flowing and lead to a contact failure. Should this occur, the engine may fail to start immediately. For example: if the engine is started under extreme cold temperatures, shut-off and left to “soak” for approximately 20 minutes and then restarted, the described relay freezing / no-start condition may occur requiring several attempts to start the engine.

**AFFECTED VEHICLES**

Not all vehicles listed below are covered by this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is now available.

Please note that any vehicles with claim history of replacing the EGI main relay described in this bulletin are not included in this service program.

Vehicle Model	Production Date Range
2015-2016 Legacy and Outback	December 2013 – October 2015

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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><b>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</b></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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## **OWNER NOTIFICATION**

Notification letters will be sent by first class mail to owners of all potentially affected vehicles by early September, 2016. A copy of the letter is included at the end of this bulletin.

## **RETAILER AFFECTED VIN LISTS**

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this service program. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this service program.

## **RETAILER PROGRAM RESPONSIBILITY**

Any vehicles listed in a recall/campaign that are in retailer 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 Service Program Bulletin.

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

## **PRODUCTION CHANGE INFORMATION:**

The new EGI Main Relay was incorporated into production during mid-October, 2015 starting with the following VINs: Legacy: **G\*017247** and Outback: **G\*237505**.

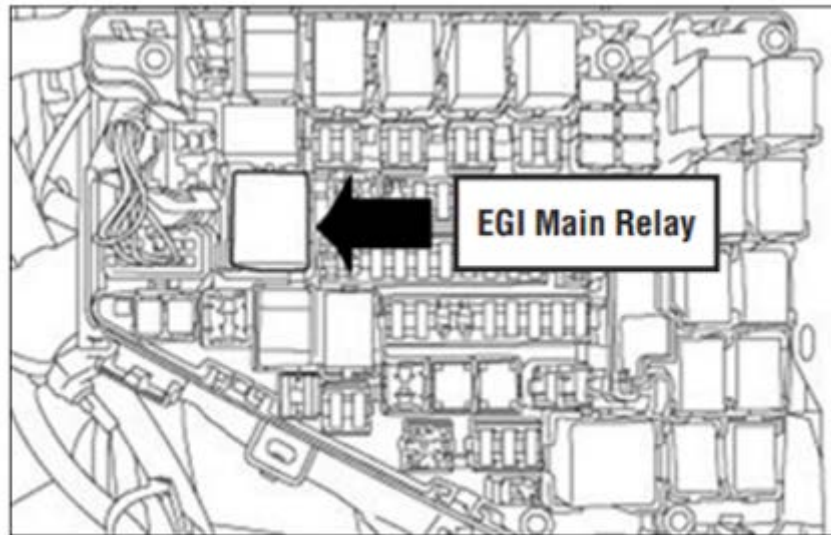
## **PART INFORMATION:**

The new EGI Main relay part number is **25232AA130**.

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## SERVICE PROCEDURE:

The EGI Main Relay is located in the under-hood fuse box (M/B).



**Under-hood Main Fuse Box (M/B)**

### Relay Identification:

- Using the reference photos below as a guide, inspect the **EGI Main Relay** in the M/B. Replace the relay if inspection reveals **M07** on the top cover.



**OLD: M07**



**NEW: M09**

**Main  
Relay**

### After replacing the EGI Main relay:

- Start the vehicle and verify all the combination meter warning lights cycle on / off normally.

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## SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Campaign 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, which comes as one sheet of 20 labels.

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

<b>SUBARU</b>
Campaign Code
<b>WTH-68</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

### CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this service program will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on [subarunet.com](http://subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
REPLACE EGI MAIN RELAY	A186-002	0.3	WTH-68	RC

### 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.

## OWNER NOTIFICATION LETTER

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



**SUBARU**

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

**Subaru Service Program WTH-68  
August 2016**

### **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 redesigned the engine ignition main relay in order to provide improved cold weather re-starting performance for certain 2015 and 2016 model year Legacy and Outback vehicles.

You received this notice because our records indicate that you currently own one of these vehicles. In the interest of your continued satisfaction, we would like to replace this relay in your vehicle at no cost to you to avoid any future potential concerns.

### **DESCRIPTION**

Under certain extreme cold weather conditions, after the engine is shut off, ice crystals may form inside the relay which may temporarily prevent you from re-starting the vehicle.

### **REPAIR**

Subaru will replace your vehicle's engine ignition main relay at no cost to you.

### **WHAT YOU SHOULD DO**

You should immediately contact your Subaru retailer (dealer) for an appointment to have this repair performed.

### **HOW LONG WILL THE REPAIR TAKE?**

The time to replace the relay is approximately 20 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 Subaru retailer flexibility in scheduling.

### **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, 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](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wth68.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com), Customer Support and select "Contact Us"
- By 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
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department,  
P.O. Box 6000, Cherry Hill, NJ 08034-6000

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.

***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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