

Subarunet Announcement



To: All Subaru Retailers
From: Subaru of America, Inc.
Date: August 23, 2016

Subject: New Service Programs: WTG-67 and WTH-68 – Relay replacement

In the interest of customer satisfaction, Subaru of America, Inc. is initiating two service programs for certain 2015 and 2016 model year Legacy and Outback vehicles, for the repair procedure previously published in TSB number 07-89-15R.

Description

Subaru has redesigned several ignition relays in order to provide improved cold weather re-starting performance. Under certain extreme cold weather conditions, after the engine is shut off, ice crystals may form inside the relay which may temporarily prevent the driver from re-starting the vehicle.

The newly-designed IG1, IG2, ACC1, and ACC2 relays were incorporated into production during mid-February, 2015. The newly-designed EGI Main Relay was incorporated into production during mid-October, 2015.

- The WTG-67 service program will involve replacing all five relays in certain 2015 model year vehicles (IG1, IG2, ACC1, ACC2, and the EGI Main Relay).
- The WTH-68 service program will involve replacing only one relay in certain 2015 model year vehicles, and certain 2016 model year vehicles (EGI Main Relay).

Affected Vehicles

Not all vehicles listed below are covered by these service programs. 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 relays as described in the bulletins are not included in these service programs. Be sure to confirm which service program applies to the vehicle being serviced.

Service Program	Vehicle Models	Production Date Range
WTG-67 (replace five relays)	2015 Legacy and Outback	December 2013 – February 2015
WTH-68 (replace one relay)	2015-2016 Legacy and Outback	December 2013 – October 2015

Repair

Please refer to Service Program Bulletins WTG67 and WTH68 which are now posted on STIS.

Owner Notification

Subaru is in the process of obtaining the current registration data for the affected vehicles. Owner notification will occur by early September. Retailers will be notified when owner notification begins.

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 these service programs. 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 these service programs.