

Important Information Regarding Service Program Bulletin WQC-39

TO: SDC, EST, CEN, WST and SNE

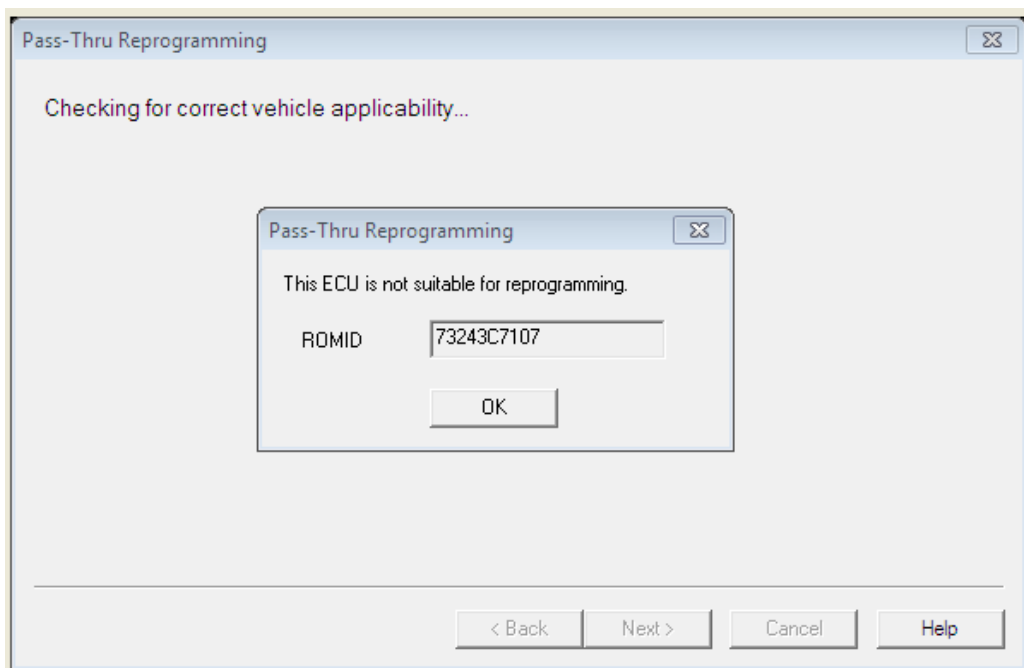
FROM: Subaru of America, INC.

DEPARTMENT: Service

DATE: 11/14/2012

CATEGORY: Show in all Categories

It has come to our attention some 2011 model year (MY) Legacy and Outback model vehicles affected by the WQC-39 Service Program may not require the ECM reprogramming update to correct the thermostat monitoring logic. As a result, there may be instances where a customer brings their vehicle into your Service Department for the WQC-39 ECM reprogramming procedure and it cannot be completed as indicated in the campaign bulletin. In those cases, when the Technician selects the appropriate file for reprogramming as listed in the Campaign Bulletin, the Select Monitor III returns a message stating the “ECU is not suitable for reprogramming” as shown in the illustration below.



If your Technician receives this “not suitable” message, we request the following steps be completed:

1. The Technician must confirm the Calibration Identification (CID) number of the ECM is included on the following “Ineligible” CID list below.
2. The Technician should then review the list to see if “Another Update” is available.
3. If “Another Update” is available, the Technician should install the ECM update and a **WARRANTY CLAIM** should be filed as indicated below. (The WQC-39 campaign should **NOT** be claimed in this case. It will be closed by SOA based upon your Warranty Claim submission.)
4. If there are no other updates for the vehicle as shown below, a **WARRANTY CLAIM** should be filed as indicated below. (The WQC-39 campaign should **NOT** be claimed in this case. It will be closed by SOA based upon your Warranty Claim submission.)

"Ineligible" CID for WQC39	(ECU part# level)	Eligible for "Another Update"?	Available Update
DE5F712B	22765AB12A	Yes	22765AB12B
DE5F810B	22765AB12B	No	NA
DE5F712G	22765AB13A	Yes	22765AB13B
DE5F810G	22765AB13B	No	NA
EE5I712T	22765AB07A	Yes	22765AB07D
EE5I910T	22765AB07B	Yes	22765AB07D
EE5I920T	22765AB07C	Yes	22765AB07D
EE5I921T	22765AB07D	No	NA
EE5I712U	22765AB06A	Yes	22765AB06B
EE5I910U	22765AB06B	No	NA
EE5I712V	22765AB09A	Yes	22765AB09B
EE5I910V	22765AB09B	Yes	22765AB09B
EE5I920V	22765AB09C	Yes	22765AB09B
EE5I921V	22765AB09D	No	NA
EE5I712W	22765AB08A	Yes	22765AB08B
EE5I910W	22765AB08B	No	NA

If the ECM’s CID number is included on this list and the WQC-39 campaign file cannot be installed, SOA has created labor operation numbers and a fail code to allow your Service Department to be compensated through the Claims system.

For a very small number of vehicles, this additional scenario may apply: if a customer presents a letter indicating they have an open WQC-39 Campaign open on their vehicle and your Vehicle Coverage Inquiry check shows no open or completed WQC-39 campaign, the following steps should be followed:

1. The Technician must check FlashWrite for any update which the vehicle ECM may be eligible for and install it.
2. Use the coding below to claim for this check and / or installation of any available ECM update.

IMPORTANT NOTE: Whether the ECM has been updated or not, when submitting your warranty claim, be sure to include in the Claim Comments section the ECM's final CID number displayed by the SSMIII the car leaves your dealership with.

Labor Description	Labor Operation #	Fail Code	Labor Time
WQC-39 CHECK WITH NO REPROGRAMMING APPLICABLE	B145-588	UPV-48	0.3
PERFORM VEHICLE APPLICABLE REPROGRAMMING, <u>NOT</u> WQC-39	C145-586		0.1

If you encounter any other condition beyond what is addressed in this message, please contact the Subaru Techline to review the current condition of the vehicle.

ADDITIONAL INFORMATION

Important reminders about reprogramming the ECM on all 2011-2013MY vehicles:

- Start the engine and allow it to run until base idle speed is achieved. The reprogramming procedure must be performed within 1 hour.
- Should the ECM become inoperative or un-responsive while performing the reprogramming procedure, disconnect both the positive (+) and negative (-) battery terminals for at least 2 or more seconds. Touch the cable ends together for a few moments. Re-connect the terminals to the battery. Restart the normal reprogramming procedure from the beginning.

See the May 2012 issue of TIPS for more detailed information on reprogramming these vehicles.