

ATTENTION:
GENERAL MANAGER
CLAIMS PERSONNEL

PARTS MANAGER
SERVICE MANAGER

SUBARU 

IMPORTANT - All Service Personnel Should Read and Initial

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2000~2002MY Subaru Legacy and Outback; 1999~2002MY Impreza; 1999~2002MY Forester
SUBJECT: Engine Cooling System Conditioner

NUMBER: WWP-99
DATE: 02/2004

INTRODUCTION

Subaru of America, Inc. (SOA) has determined that over time, affected vehicles may develop small external coolant leaks at engine cylinder head gaskets. This is the result of normal expansion and contraction of engine components caused by the heating and cooling of these parts. To prevent cylinder head gasket leaks from developing or to correct existing leaks, a special Subaru Cooling System Conditioner should be added to affected vehicle cooling systems.

This Service Program will involve adding one bottle of **Genuine Subaru Cooling System Conditioner** to the engine cooling system.

AFFECTED VEHICLES

2000-2002 MY Subaru Legacy and Outback with 2.5L engine.
1999-2002 MY Impreza with 2.5L engine.
1999-2002 MY Forester with 2.5L engine.

Affected vehicles are identified in the VIN range chart below. Only vehicles with a 2.5L engine are affected.

NOTE: Prior to performing repairs, confirm coverage for potentially affected vehicles by using the Vehicle Coverage Inquiry in the Dealer Communication System (DCS).



CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.



MODEL			FROM	TO
Legacy 2.5L	2000MY	Sedan	Y*200001	Y*218478
		Wagon	Y*300001	Y*313778
		Outback Wagon	Y*600001	Y*674127
	2001MY	Sedan	1*200001	1*216426
		Wagon	1*300001	1*311949
		Outback Wagon	1*600001	1*679753
	2002MY	Sedan	2*200001	2*202129
		Wagon	2*300001	2*301972
		Outback Wagon	2*600001	2*605593
Impreza 2.5L	1999MY	Coupe	X*400001	X*403359
	2000MY	Coupe	Y*400001	Y*403888
		Sedan	Y*500001	Y*505796
	2001MY	Coupe	1*400001	1*402563
		Sedan	1*500001	1*503187
	2002MY	Sedan	2*500001	2*513107
		Wagon	2*800001	2*812658
	Forester 2.5L	1999MY	Forester	X*700001
2000MY		Forester	Y*700001	Y*732553
2001MY		Forester	1*700001	1*769251
2002MY		Forester	2*700001	2*726482

Vehicles identified in the preceding chart may include VINs that were not distributed in the U.S. market. Dealers will be provided a list of VINs that include the owner name and address. This information will enable dealers to follow-up with owners of potentially affected vehicles. These listings 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, dealers are urged to limit the use of this listing only for the purpose of completion of this service program.

OWNER NOTIFICATION

SOA will prepare and mail an Owner Notification Letter to owners of the affected vehicles. Because of the number of vehicles affected and parts availability, owner notification will occur on or about the dates listed in the following four stages.

1999 MY – February 16, 2004
2000 MY – March 1, 2004
2001 MY – April 1, 2004
2002 MY – May 3, 2004

A copy of the owner notification letter is included at the end of this bulletin.

OWNER REIMBURSEMENT FOR PREVIOUS REPAIRS

Owners are being advised in the owner notification letter, found at the end of this bulletin, that if they have previously paid an authorized Subaru dealer for repairs related to this Service Program, they may be entitled to reimbursement. The owners are further advised, to qualify for any reimbursement they must submit the original repair invoice to Subaru of America, Inc. Please review the owner notification letter, which explains this procedure so that you are familiar with it, and can assist owners with any questions.

FUTURE MAINTENANCE

In the future, it will be necessary to add Genuine Subaru Cooling System Conditioner to the cooling system of affected vehicles whenever the engine coolant is replaced. As a reminder, owners will be sent update pages with their notification letter that instructs them to add the pages to their Owner's Manual and Warranty and Maintenance Booklet. Except for the initial application associated with this campaign, the cost of adding the conditioner is the owner's responsibility.

CYLINDER HEAD GASKET WARRANTY EXTENSION

For owners of affected vehicles that have this Service Program performed promptly, SOA is extending coverage under the Subaru Limited Warranty for cylinder head gasket external coolant leaks to a period of 8 years or 100,000 miles, whichever occurs first. Warranty coverage begins on the date the vehicle was delivered to the first retail purchaser. If the vehicle was used as a demonstrator or company vehicle before being sold at retail, warranty coverage begins on the date the vehicle was first placed in such service.

As a further condition for this extended warranty coverage to apply, the owner must properly maintain the vehicle's cooling system in accordance with the recommended maintenance schedule and Genuine Subaru Cooling System Conditioner must be added each time the engine coolant is replaced. Resulting damage caused by a lack of maintenance or low coolant level will not be covered. Replacement of the Cooling System Conditioner during inspection and maintenance services is not covered under warranty.

DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly service all vehicles subject to this Service Program at no charge to the vehicle owner regardless of mileage, age of the vehicle, or ownership.

For affected vehicles sold after the date on the dealer's computer list, dealers are to contact those owners and provide them with a copy of the owner notification letter. They should also arrange to make the required correction according to the instructions in the service procedure section of this bulletin.

Vehicles in Dealer Inventory

Dealers are also to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this Service Program is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the Service Program correction has been made before selling or releasing the vehicle.

New or used 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.
- Inspected and/or repaired in accordance with instructions outlined in the Product Campaign Bulletin.

Any Authorized Subaru Dealer failing to perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) prior to the vehicle being placed in service may be in breach of the Subaru Dealer Agreement.

PARTS INFORMATION

Subaru Cooling System Conditioner

Note: Subaru Cooling System Conditioner is packaged in cases that contain 12 bottles. Each affected vehicle requires one (1) bottle. Each case contains enough material to treat 12 vehicles.

Prior to the release of this Service Program, each dealer will automatically be shipped a quantity of Subaru Cooling System Conditioner equivalent to 40% of their vehicle sales, or up to a maximum of 20 cases.

Additional quantities of the Cooling System Conditioner will be available through normal parts channels after 2/15/04. In order to maintain an adequate part supply, SOA requests that Dealers only order quantities necessary to satisfy anticipated demand.

MODEL	DESCRIPTION	PART NUMBER
All	Subaru Cooling System Conditioner (Case Quantity)	SOA345001

REPAIR PROCEDURES

The repair procedure involves adding Subaru Cooling System Conditioner to the cooling system. Follow the recommended procedure that applies to either a “Cold” or “Hot” engine.

Caution: The engine cooling system is under pressure and may be extremely hot. To prevent personal injury or vehicle damage, be sure to take appropriate precautions while performing this procedure.

Service Procedure on a COLD Engine

NOTE: Impreza and Forester vehicle system components are shown in the images below, but Legacy and Outback models are similar. Consult your service manual for exact locations and illustrations.

1. Install rags around the radiator filler neck to prevent coolant from contaminating the engine area.



2. Take off the radiator cap and set aside.



3. Extract 125ml (4.23 oz.) of coolant from the radiator using a suitable device such as a piston syringe, meat or poultry baster, antifreeze hydrometer, etc.



4. Place the syringe into the overflow reservoir and push the coolant out of the syringe.



5. Shake the bottle of cooling system conditioner until all contents are thoroughly mixed.
6. Pour the entire bottle of cooling system conditioner into the radiator.

NOTE: Do NOT pour the cooling system conditioner into the overflow reservoir. The conditioner will settle at the bottom of the reservoir and not mix in the cooling system.

7. Reinstall the original radiator cap.
8. Remove rags from around the radiator filler neck.
9. Start the vehicle and let it run until the engine is warm. This ensures the conditioner circulates and there are no air pockets in the cooling system

Service Procedure on a HOT Engine

1. Turn the ignition key to the “ON” position (engine off).
2. Turn the air conditioning “ON” to cycle the cooling fans. Leave the air conditioning “ON” for approximately two (2) minutes. This will lower the pressure in the cooling system.

NOTE: The pressure relief on a “HOT” engine is approximate. Caution should always be taken when removing the radiator cap on a “HOT” engine. Additional A/C “ON” time may be required to relieve cooling system pressure properly.

3. Turn off the air conditioning.
4. Return the ignition key to the LOCK (“OFF”) position.
5. Follow procedure for COLD engine listed above.

RECALL CAMPAIGN IDENTIFICATION LABEL

Type or print the necessary information on a Recall Campaign identification label. The completed label should be attached to the vehicle's upper radiator support.

<p>SUBARU WWP-99 COOLING SYSTEM CONDITIONER ADDED</p> <p>Date: _____</p> <p>Mileage: _____</p> <p><i>Add P/N SOA635071 whenever the coolant is replaced.</i></p>

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit for performing this Service Campaign will be based on the submission of properly completed repair order information. Dealers may enter the applicable claim information through their Dealer Communications System.

Listed below is claim entry information:

Add Engine Cooling System Conditioner – Use the following information for claim submission:

Enter labor operation 122-801 for 0.2 labor hours.

CLAIM TYPE	CAMPAIGN CODE	LABOR OPERATION	LABOR TIME	LABOR DESCRIPTION
Recall / Campaign RC	WWP-99	122 - 801	0.2	Add Subaru Cooling System Conditioner

Enter the applicable part number. Parts will be reimbursed at dealer cost plus applicable handling allowance.

MODEL	DESCRIPTION	PART NUMBER	QTY
All	Subaru Cooling System Conditioner 1 Bottle (non-orderable part number for claim purposes only)	SOA635071	1

OWNER NOTIFICATION LETTER

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
www.subaru.com

Service Program WWP-99 February 2004

Dear Subaru Owner:

This letter is sent to you in the interest of continued customer satisfaction. As a precautionary measure, SUBARU OF AMERICA, INC. is recommending that a special conditioner be added to the engine cooling system of certain 1999 through 2002 model year Subaru vehicles equipped with 2.5 liter engines. This recommendation, which applies to your Subaru vehicle, is made to prevent a possible external coolant leak at your vehicle's engine cylinder head gaskets.

BACKGROUND INFORMATION

Your vehicle's engine cooling system contains liquid coolant/anti-freeze. Over time, it is possible for small external coolant leaks to develop at the engine cylinder head gaskets. This is the result of normal expansion and contraction of engine components caused by the heating and cooling of these parts. To prevent coolant leaks from developing or to correct existing leaks at the head gaskets, a special Subaru Cooling System Conditioner should be added to your vehicle's cooling system.

WHAT YOU SHOULD DO

You should contact your Subaru Dealer as soon as possible for an appointment to have the Subaru Cooling System Conditioner added at no cost to you. The approximate time to perform this operation is 15 minutes. However, it may be necessary to leave your vehicle the full 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.

FUTURE MAINTENANCE

In the future, it will be necessary to add Genuine Subaru Cooling System Conditioner to your vehicle's cooling system whenever the engine coolant is replaced. The recommended service interval for coolant replacement can be found in your Warranty and Maintenance Booklet under the heading "Schedule of Inspection and Maintenance Services". As a reminder, we have included an update page that should be added to your Owner's Manual and Warranty and Maintenance Booklet. We ask you to keep in mind that replacement of fluids (including Subaru Cooling System Conditioner) during inspection and maintenance services is not covered under warranty.

WARRANTY EXTENSION

If you have this Service Program repair performed promptly, Subaru will extend coverage under the Subaru Limited Warranty on your vehicle for cylinder head gasket external coolant leaks to a period of 8 years or 100,000 miles, whichever occurs first. Warranty coverage begins on the date the vehicle was delivered to the first retail purchaser. If the vehicle was used as a demonstrator or company vehicle before being sold at retail, warranty coverage begins on the date the vehicle was first placed in such service. As a further condition for this extended warranty coverage to apply, you must have Genuine Subaru Cooling System Conditioner added to your vehicle at any subsequent cooling system services at the interval specified in the Warranty and Maintenance Booklet under the heading "Schedule of Inspection and Maintenance Services". Resulting damage caused by a lack of maintenance or low coolant level will not be covered.

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.

IF YOU HAVE PREVIOUSLY PAID FOR A RELATED REPAIR

In the event that you have already paid an authorized Subaru Dealer for repairs to remedy an external coolant leak in an engine cylinder head gasket at less than 100,000 miles and your Subaru's cooling system has been properly maintained, you may be entitled to reimbursement for the head gasket replacement costs.

Any reimbursement by Subaru will be based on our suggested retail parts pricing and suggested labor time multiplied by the dealer's hourly labor rate at the time of repair. Because Subaru Dealers are independently owned and operated, Subaru of America has no control over the actual charges. The actual repair cost may be higher or lower than the rate used by Subaru of America to calculate reimbursement. If lower, reimbursement will be limited to the amount you actually paid.

Please send the original service repair order, which has complete information including 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 Service Department
Attention: Service Program WWP-99
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 may take up to 120 days for this process to be completed.

IF YOU HAVE A PROBLEM

Should you have any questions regarding this customer service program, please contact your nearest Subaru Dealer. To locate the nearest Subaru Dealer you can access our website at www.subaru.com and select "*Find a Dealer*". Or, you may call us at 1-800-SUBARU3 (1-800-782-2783) during normal business hours for assistance. Please call us immediately if the dealer fails or is unable to make the necessary repairs free of charge or write to the address listed on the first page of this letter.

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.

