

## **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.

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