



**SUBARU**

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Mr G Blackwell

2<sup>nd</sup> December 2008

Dear Mr Blackwell

**Re: Subaru Legacy FE58 PYL**

Thank you for your letter of 18<sup>th</sup> November regarding your Legacy Diesel.

I am sorry to hear you have had to return your vehicle to our dealer for inspection and for any inconvenience caused as a result.

The engine management system fitted to your vehicle can apply a degree of "self learning" in order to optimise engine operation. This procedure takes place during idling and takes a few seconds to complete. During self-learning the engine may feel slightly unstable and will be interrupted if the throttle is opened. We have had instances of driver input continually interrupting the learning process, which can result in unstable idle or increased smoke emissions.

Your dealer will be able to check if the learning process has been successful and if necessary carry out a "forced learning" procedure in the workshop.

We do rely on our dealer network to investigate but we will of course offer any support they may require in the event that your vehicle continues to give you cause for concern.

Yours sincerely

**Adrian D Hogg**  
Customer Relations Manager  
Subaru (UK) Ltd