

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2003-2005 Subaru Legacy and Outback\*\*  
 2003-2005 Subaru Baja  
 2004-2005 Subaru Impreza\*\*  
 (including WRX and STI)

**NUMBER:** WQP-51R  
**DATE:** January 2015  
**NHTSA ID:** 14V-763  
**REVISED:** December 7, 2017

**SUBJECT:** Regional Front Passenger Air Bag Inflator Replacement

**THIS RECALL SUPERSEDES RECALL NUMBER WQM-49 (14V-471)**

Subaru is conducting this limited regional recall to replace the front passenger air bag inflators produced by TK Holdings, Inc. (Takata) in certain 2003-2005 model year Legacy, Outback, and Baja vehicles and certain 2004-2005 model year Impreza (including WRX/STI) vehicles currently or previously registered in the following areas of high absolute humidity:

- The following States and U.S. Territories:
  - o Florida
  - o Hawaii
  - o Puerto Rico
  - o U.S. Virgin Islands
  - o Guam
  - o Saipan
  - o American Samoa
- The counties of Georgia which are adjacent to Florida
- The coastal areas of:
  - o Alabama
  - o Louisiana
  - o Mississippi
  - o Texas

The National Highway Traffic Safety Administration (NHTSA) is currently investigating the cause of the potential for ruptured Takata air bag inflators and the influence of high absolute humidity. In the event of a crash necessitating deployment of an affected passenger frontal air bag, it is possible that the inflator could rupture with metal fragments striking and potentially seriously injuring the vehicle occupants.

**REGIONAL EXPANSION – HIGH ABSOLUTE HUMIDITY**

This recall is a geographic expansion of the previous WQM-49 limited regional recall, which included vehicles with registration history in: Florida, Hawaii, Puerto Rico, and the U.S. Virgin Islands. Consistent with other automotive manufacturers involved in regional recalls of Takata front passenger air bag inflators, the WQP-51 recall will include additional areas of high absolute humidity based on the annual mean dew point temperature of 60.0 degrees Fahrenheit or more, and locations within 125 miles of these areas.

**AFFECTED VEHICLES**

The vehicles affected by this recall were identified by the production date range of the front passenger air bag inflators installed during vehicle production, and each vehicle’s registration history.

**\*\*NOTE:** 2004-05MY Impreza and 2005MY Legacy / Outback models have been incorporated into WQR-53.

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All vehicles affected by the WQM-49 regional recall that were not yet repaired will be included in the WQP-51 regional recall. Once WQP-51 coverage is available in the Vehicle Coverage Inquiry on subarunet.com, any open WQM-49 coverage will be expired.

Not all vehicles within the following vehicle production date ranges are covered by this recall.

Vehicle coverage for this recall must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available when owner notification begins.

MODEL YEAR	MODEL	STARTING PRODUCTION DATE	ENDING PRODUCTION DATE
2003	Legacy	2/18/2003	6/6/2003
2004	Legacy	3/17/2003	3/1/2004
2005	Legacy	2/23/2004	1/26/2005
2003	Outback	2/18/2003	6/11/2003
2004	Outback	3/13/2003	3/15/2004
2005	Outback	2/6/2004	10/6/2004
2003	Baja	2/18/2003	6/6/2003
2004	Baja	4/7/2003	7/21/2004
2005	Baja	3/16/2004	10/27/2004

## 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 this recall. 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 this safety recall.**

## OWNER NOTIFICATION

Notification letters will be sent to owners of all vehicles included in this recall. Owner notification will begin on January 14, 2015. A copy of the Owner notification letter is included at the end of this bulletin.

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## SUBARU RETAILER PROGRAM RESPONSIBILITY

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Any vehicles listed in a recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in this Product Campaign Bulletin.

## PARTS INFORMATION

The parts required for this recall are listed below:

Airbag Module Part Number	Inflator Kit Part Number	Applicability	DESCRIPTION	Order Quantity
98279AE04A	98279AE00A	2003-2004 Legacy / Outback & Baja (2003-2005)	WQL-48/WQP-51 Air Bag Module or Inflator Kit	1

These parts are available through normal parts ordering channels. In order to maintain an adequate part supply, SOA requests that retailers only order quantities necessary to satisfy anticipated demand.

## PART RETURN PROCEDURES

Please review the 'Inflator/Module Return' instructions included as 'Appendix A' of this bulletin carefully.

- A company called Takata XPO will arrange pick up of the removed inflators/modules and return them to Takata.
- FedEx will no longer handle the return shipments as with previously issued Takata recalls. However, if you do not have a large amount of inflators/modules to pick up, you may be directed to use FedEx for return. Please follow the instructions given to you by Takata XPO.
- Once a month or upon accumulating 200 kits for return (whichever comes first), please call Takata XPO at 1-877-650-3476 for pick up. Please see step 6 (on pg. 26) of the return instructions.

- If you continue to receive inventory of inflators with the original FedEx documentation, please follow the instructions in step 4b. of the new 'Inflator Returns' instructions. **DO NOT CALL FEDEX.**

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- Upon claim approval **and where applicable**, Subaru of America, Inc. will generate a Part Return Notice requesting the old and new inflator serial number information only. **DO NOT WAIT FOR TAKATA XPO TO PICK UP THE INFLATOR/MODULE TO SEND THIS INFORMATION TO THE PARTS COLLECTION CENTER (PCC).**
- **IMPORTANT:** Each removed airbag inflator/module must be returned directly to the supplier, Takata USA, in the same box in which the new one was received.

The shipping box contains a bar code label, which will be used by Takata USA to document the replacement of the old inflator/module with the new inflator/module. **Therefore, it is very important for the removed inflator/module be returned in the exact same box which contained the newly-installed inflator/module for that vehicle.** If the original box cannot be re-used, please refer to the shipping instructions under “Requesting a new box/ shipping labels.”

- **IMPORTANT:** When affixing the shipping label to the shipping box do not obstruct the bar code label.
- A completed SOA Warranty Parts Tag (MSA5W402A) must be attached to the returned inflator/module. The tag must contain the following information: claim number, repair date, full 17-digit VIN, and mileage.

## SOA PART RETURN NOTICE INFORMATION

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**IMPORTANT NOTE:** The following information is applicable to SOA and Subaru Distributors Corporation (SDC) retailers **ONLY**. Subaru New England (SNE) retailers will continue to follow the procedures currently in place as supplied below.

All SOA and SDC retailers are required to enter **BOTH** the newly-installed (replacement) and the removed (original) serial numbers for the airbag inflator (or module assembly) into the supplied fields as shown in the screen shot below. Claims will not receive an “Approved” status without the serial number information being entered in the appropriate fields in the Recall Claim Entry system. As a result of adding these new required entry fields, Part Return Notices will no longer be generated.

Back To Working Claims | Undo | Save | Submit | Create New Job | Add New Claim | Generate Report

Claim Type: *	VIN: *	RO #: *	Job: *	Mileage: *
Recall Campaign	37308358	756389	A	100,098
Recall Code: *	RO Start Date: *	RO Completion Date: *	Rental:	Towing:
TKC16	11/7/2017	11/7/2017	\$0.00	\$0.00
Auth Code:	Misc Detail:	Installed Serial#:	Removed Serial#:	Resultant Damage:
		XMBLH552899	XMBLA242204	<input type="checkbox"/>
Total Amount	Status:	Dealer #: *	Tech Name: *	SA Name: *
\$0.00	Working		Enter Tech Name	Enter SA Name

*Continued...*

**The information below is applicable to SNE retailers only:**

- Upon claim approval **and where applicable**, Subaru of America, Inc. will generate a Part Return Notice requesting information only.
- To ensure proper claim credit **where applicable**, the old and new inflator/**module** serial numbers must be recorded on the Part Return Notice and sent to SOA Part Collection Center (PCC) as instructed on the return notice.
- **Where applicable, the** completed Part Return Notice should then be sent using the YRC web portal and utilizing the “Ship Small Parcel” link which will direct the user to the appropriate UPS web page application to complete the shipment. Please keep the UPS tracking number for your records.
- **DO NOT WAIT FOR TAKATA XPO TO PICK UP THE INFLATOR/MODULE TO SEND THIS INFORMATION TO THE PCC.**

**Under no circumstances should any airbag inflators **or modules** be sent to Subaru of America, Inc.**

## SERVICE PROCEDURE

This Campaign involves the replacement of the inflator portion of the passenger-side front airbag assembly. This procedure will outline removal of the passenger-side airbag assembly and replacement of the inflator component and related wiring harness.

**VERY IMPORTANT: Failure to follow these service procedures carefully and correctly may result in an accidental deployment of the inflator and potentially cause serious injury. Please read through and understand these procedures COMPLETELY before beginning repairs. In addition, proper operation of the airbag after reassembly may be compromised if these service procedures are not followed.**

### Tools Required

DESCRIPTION	BRAND OR TYPE	QUANTITY
Pliers	-	1
Wire Cutters	-	1
Needle-Nose Pliers	-	1
Torque Wrench	Inch-Pound	1
Safety Goggles	-	1
Flat-Blade Screwdriver	-	1
Scissors	-	1
Ratchet	1/4" Drive	1
8 mm and 10 mm Socket		1 ea.
Airbag Deployment Fixture	J-39401-B	1

**CAUTION:** Before starting this service procedure, perform a visual inspection of both front airbags looking for any damage or abnormality. Next, turn the ignition switch to the “ON” position and confirm the airbag warning lamp illuminates then extinguishes normally. If it does not or if **ANY** concern is noted with the airbag system, **STOP** and report these findings to the customer **BEFORE** proceeding further. Any concerns identified with the airbag system

*Continued...*

(when no airbag deployment has occurred), are not related to this campaign and must be addressed separately. Even if the system has a concern, this may not preclude completion of this campaign. If you are unsure about proceeding, document and fully diagnose the concern then contact the SOA Technical Helpline to review your findings. It is in the best interest of the retailer to fully document any concerns found during this preliminary inspection and review with the customer **BEFORE** proceeding with the campaign service procedure.

- **Vehicles that do not contain Genuine Subaru air bags are not eligible for this recall repair.** For more information on identifying counterfeit air bags and how to address related customer situations, please refer to STIS for the “Counterfeit Air Bag Information” Dealer Advisory Bulletin dated October 25, 2012 by going to [Subarunet>Service>STIS>Online Reference](#) - choose Publication Type: ‘Other/Miscellaneous’ and search keywords: ‘Air Bag’).
- **Do not proceed with this repair if your inspection reveals a non-Genuine Subaru air bag module has been installed in the vehicle.** Follow the instructions described in the “Counterfeit Air Bag Information” Dealer Advisory Bulletin and contact the SOA Warranty Helpline to close out the recall coverage on the vehicle.
- **IMPORTANT:** Always examine airbag modules closely before and during removal. Confirm they match the photos of the Genuine Subaru airbag components supplied throughout this bulletin **BEFORE** proceeding. The photos below are just 2 examples of aftermarket or counterfeit airbag components identified by retailers since the release of this campaign bulletin. These photos are being provided as only 2 examples of what may be a wide variety of non-OEM components.
- If an aftermarket or counterfeit passenger airbag or inflator is identified at any point during the campaign service procedure, **STOP IMMEDIATELY. NEVER attempt to remove or otherwise disable any aftermarket or counterfeit device.**
- Document the presence of the aftermarket or counterfeit device on the repair order and with photos. Report this information immediately on a Quality Monitoring Report (QMR).
- Once the QMR has been submitted, contact the Subaru Claims Helpline to discuss the details. They will advise you on how to proceed with treatment of the open campaign.



**The shape, holes, and copper-colored stud indicate this not a Genuine Subaru inflator.**

#### **VERY IMPORTANT UPDATE AS OF AUGUST 4, 2016:**

Subaru of America, Inc. (Subaru) has been notified by Fuji Heavy Industries (FHI) that some early production 2003 MY Legacy, Outback, and Baja vehicles may have been incorrectly included in the list of vehicles requiring inflator replacement as part of the on-going Takata recalls listed above.

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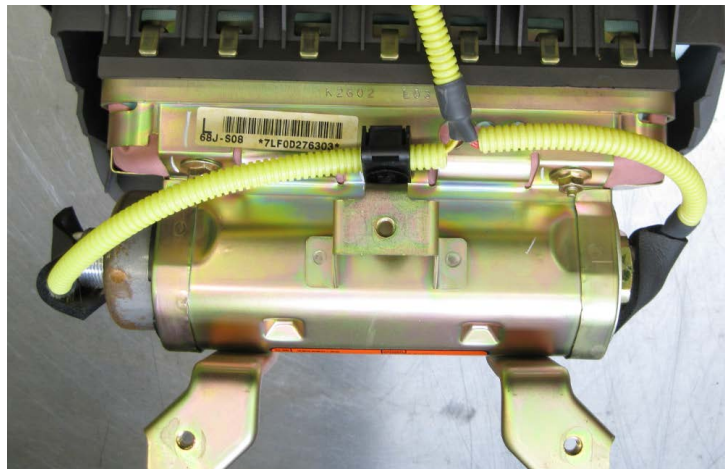
- These early production 2003 MY vehicles (77,000) were equipped with inflators which do not contain ammonium nitrate.
- These inflators which do not contain ammonium nitrate do not require replacement as part of any Subaru airbag recall.

### **Description of the Remedy**

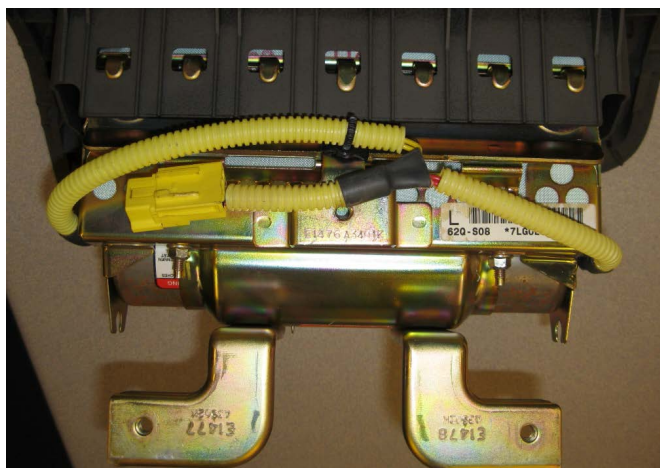
The inspection involves lowering of the glovebox to provide enough access to visually inspect the label on the airbag module. Labels containing “7LF” identify inflators **WITHOUT** ammonium nitrate and those with “7LG” identify inflators **WITH** ammonium nitrate as shown in the photos below. If the vehicle in question is identified as having an airbag inflator without ammonium nitrate installed, **STOP and note the 11-digit serial number ONLY** as no further action is required other than refitting the glove box. **Only vehicles with airbag inflators containing ammonium nitrate are affected by this campaign.**

See the Claim Reimbursement and Entry Procedures at the end of this announcement for instructions on how to submit a claim for “Inspection Only” when an inflator without ammonium nitrate is identified.

**Inflator WITHOUT Ammonium Nitrate- Serial Number Label Location (2003 Legacy, Outback and Baja models only): Record this 12-digit number for claims purposes.**



**Inflator WITH Ammonium Nitrate- Serial Number Label Location**



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- **Additional 2003 Leg / Obk / Baja Module / Inflator Inspection info to add:**

If the serial number label is missing, illegible or if there is any uncertainty if the airbag module is affected by this Recall Campaign, follow the Counterfeit / Non-Genuine airbag inspection process provided above. Always take photos of the module showing the entire inflator along with an additional photo showing the area where the label should be as seen in the photos below. Next, submit a Quality Monitoring Report (QMR) requesting SOA review. A member of the Claims Team will contact the Retailer following review of the QMR submission with information on how to proceed.

### Label Detail



Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
2003MY LEGACY / OUTBACK PASSENGER FRONT AIRBAG INFLATOR INSPECTION ONLY (Vehicles equipped with inflator ammonium nitrate.)	A182-038	0.3	WQP-51	RC

**IMPORTANT NOTE:** The **complete** 11-digit airbag module Serial Number **MUST** be recorded during inspection and entered into the Miscellaneous Detail field as part of the campaign completion / claim entry process.

If you have any questions, please contact the Claims Helpline at **1-866-782-2782**.

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**\*SERVICE PROCEDURE FOR 2003-04MY LEGACY / OUTBACK AND 2003-05MY BAJA MODELS\***

**Inflator Kit part number: 98279AE00A**

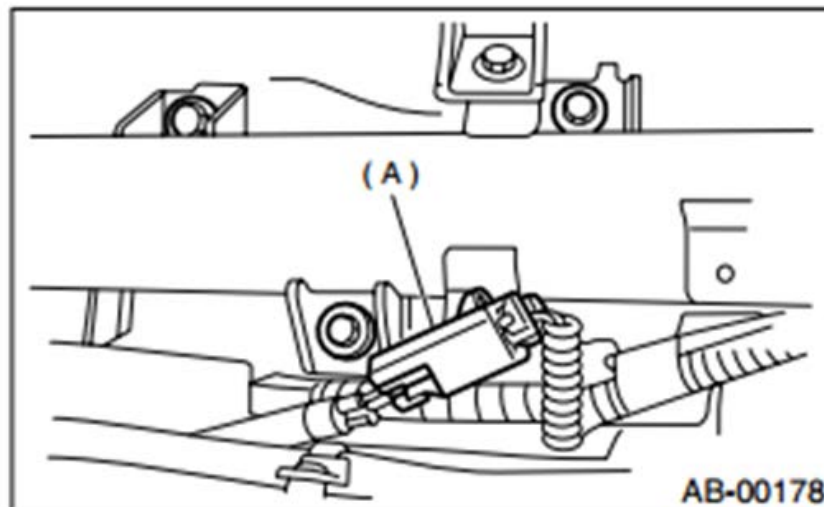
**CAUTION: Refer to the “CAUTION” section in the General Description portion of Airbag System AB in the Body Section of the Service Manual before handling or servicing any airbag module!**

**STEP 1- PREPARATION:**

- Turn the ignition “OFF”.
- Disconnect the Negative (ground) cable from the battery and wait **at least 60 seconds** before proceeding further.
- Remove the glove box assembly following the procedure in the applicable Service Manual and using the tips below.

The glove box is held in place by 8 screws.

- o The 2 upper left and right hand corner screws have a distinctive gold finish and 10mm hex head. It is helpful to leave these 2 screws until last when removing and install first during replacement to support the weight of the assembly.
- o It is necessary to remove the knockout plugs (stopper in the Service Manual) to gain access to all the mounting screws.
- o It is possible to leave the stoppers in place during servicing by carefully bending in the sides of the glove box until the stoppers are cleared.
- To prevent damage, do not bend them in any further than necessary.
- **IMPORTANT: Whenever beginning to remove (or install) the airbag assembly, and periodically while performing the procedure or after stepping away, remove any possible static charge from your body by momentarily touching a clean, bare metal ground point on the vehicle (e.g. the door striker). Remove from your person all electronic devices including cell phones before proceeding.**
- Disconnect the airbag module harness connector (A) and release it from the support beam bracket.



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- Remove the 3 retaining bolts and **CAREFULLY** remove the airbag module from the vehicle and place it on a clean cloth to protect the dash trim outer surface portion from damage.

**IMPORTANT: DO NOT destroy or damage the Kit Box as it MUST be used for the original inflator's return shipping.**

- Open the Kit Box and confirm all the necessary components are included:
  - 4 Self-Locking nuts
  - New Inflator (yellow tape applied to one end to identify it as the replacement part)
  - New Inflator Harness
  - Electro-Tap (red shorting crimp connector)
  - Shipping Declaration document, FedEx document pouch and return shipping label

- **IMPORTANT:** The removed airbag module must be mounted to the Airbag Deployment Fixture (part number J-39401-B) as shown in the photo below to better secure it during the inflator and wiring harness component replacement procedures. When mounting the module to the fixture, pay close attention to the harness routing as shown in the photo below. Always perform this work in an area away from others to reduce chances of inadvertent injury should any deployment occur. Take your surroundings into account to avoid possible hazards should inadvertent deployment occur or sources of static or other electricity that could potentially induce such a deployment.

**STEP 2-** Remove the harness clip from the retainer bracket by rotating the harness / clip 90 degrees then releasing it from the bracket with needle-nose pliers.

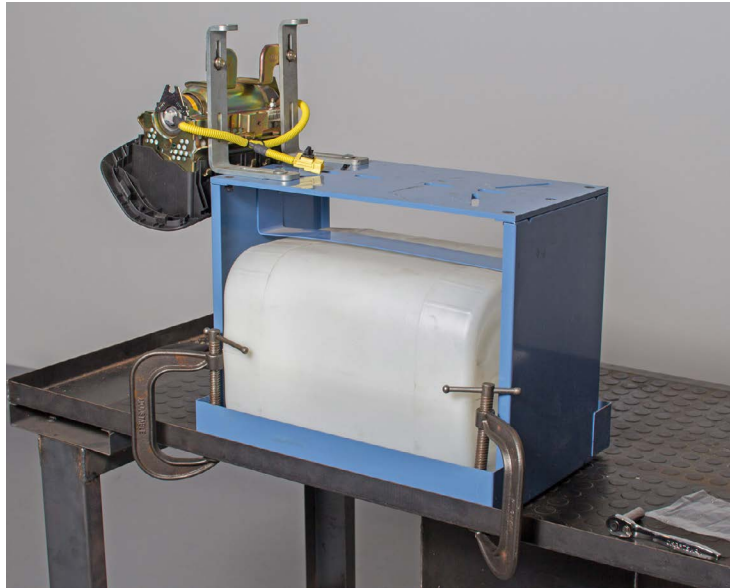
**STEP 3- CAREFULLY** cut the yellow harness cover (approximately 1 1/2 inches) enough



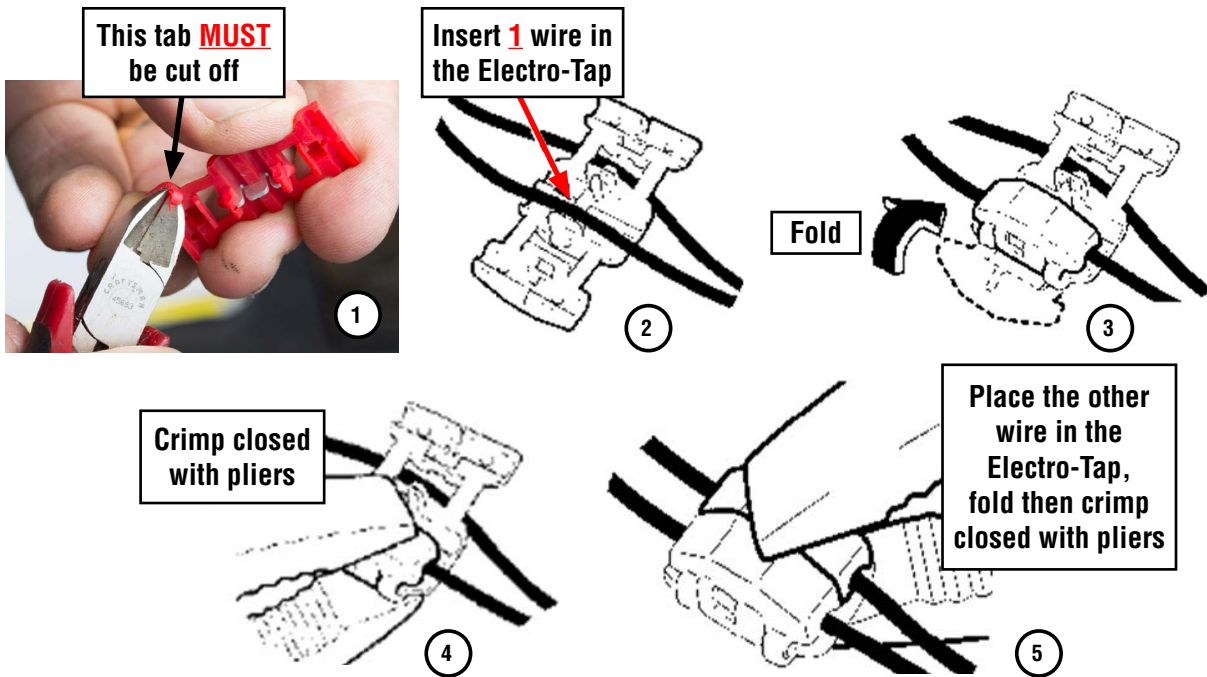
to expose the 2 yellow wires inside and provide enough room to install the Electro-Tap

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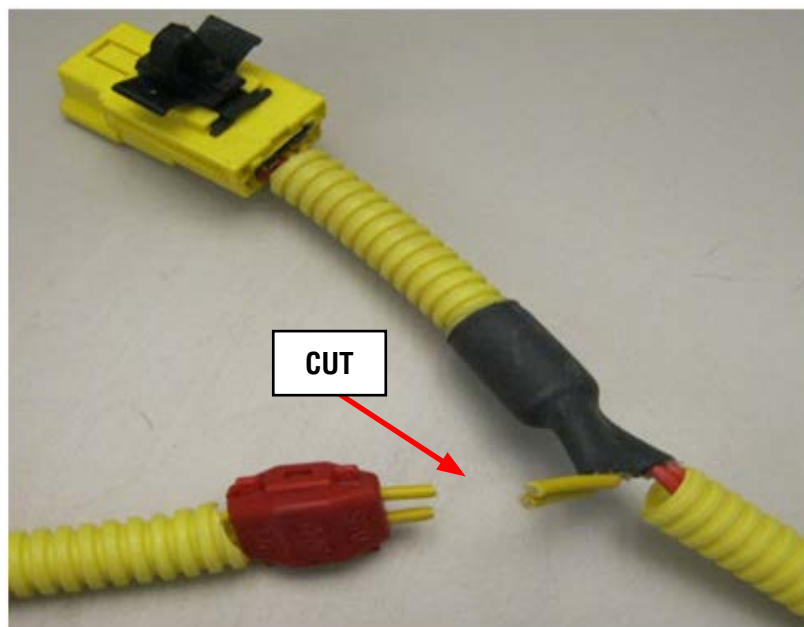
(shorting) connector using a scissor or wire cutter (no knives or razors). **TAKE YOUR TIME AND BE CAREFUL TO NOT CUT THE 2 YELLOW WIRES!**



**STEP 4-** Short the 2 yellow wires together by installing the Electro-Tap connector. The connector creates a short circuit which acts as a safeguard to prevent against static discharge that may deploy the removed inflator. The tab portion of the Electro-Tap connector **MUST** be cut off prior to use to insure a good short-circuit is made as shown in the illustration below. **Follow the sequence below** for installing the Electro-Tap connector. Use pliers to squeeze closed the two sections of the connector together, **one section at a time**.



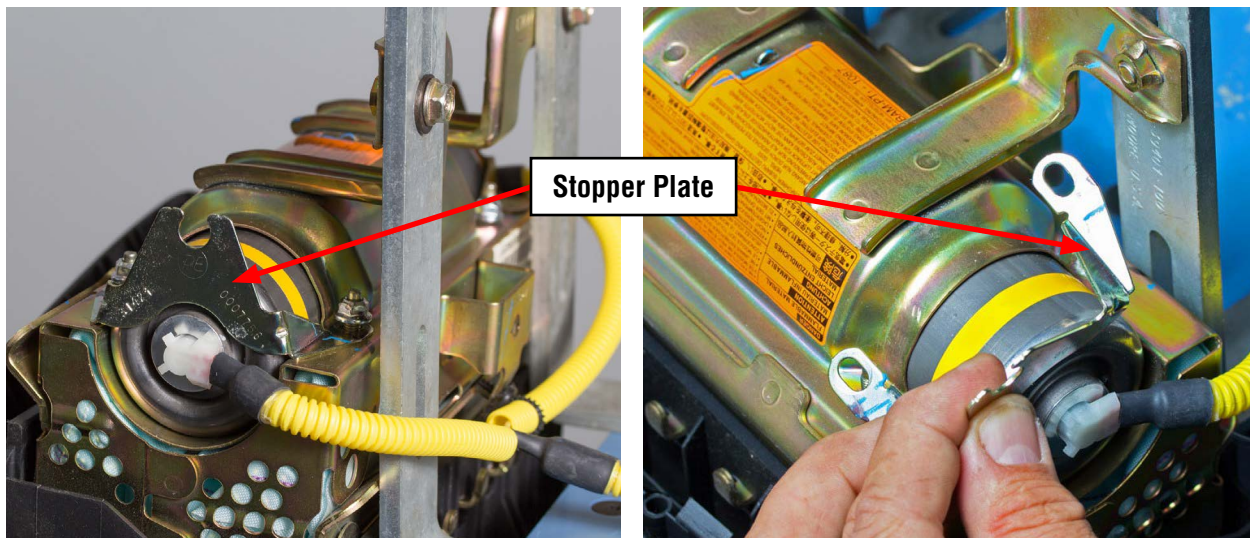
**STEP 5-** Once the Electro-Tap connector is fully crimped in place, cut the 2 yellow wires on the **body harness connector side** of the Electro-Tap connector.





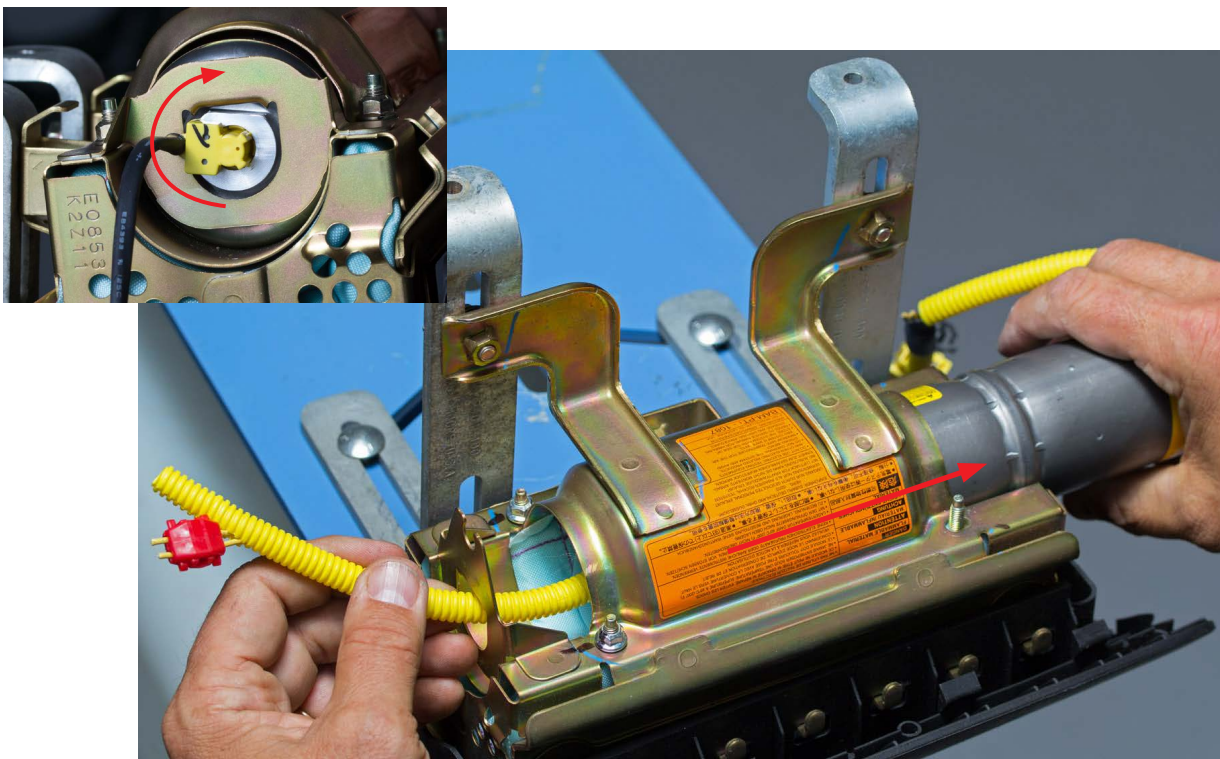
**STEP 6-** Remove the two 8mm self-locking nuts securing the stopper plate. Loosen but **do not remove** the other two nuts on the mounting bracket as leaving them in place will help keep the airbag assembly together.

**NEVER ATTEMPT TO REMOVE THE HARNESS CONNECTORS FROM THE INFLATOR!**



**STEP 7-** With the stopper plate removed and the other 2 self-locking nuts loosened, unseat the inflator off the mounting bracket end plate then rotate it slightly **CLOCKWISE** to make it easier to remove as shown below. Slide the original inflator out of the mounting bracket while feeding the cut off portion of the wiring harness through the “D-Shaped” hole in the end plate.

**NEVER ATTEMPT TO REMOVE THE HARNESS CONNECTORS FROM THE INFLATOR!** Place the removed original air bag inflator in the “cradle” of the Kit Box insert.

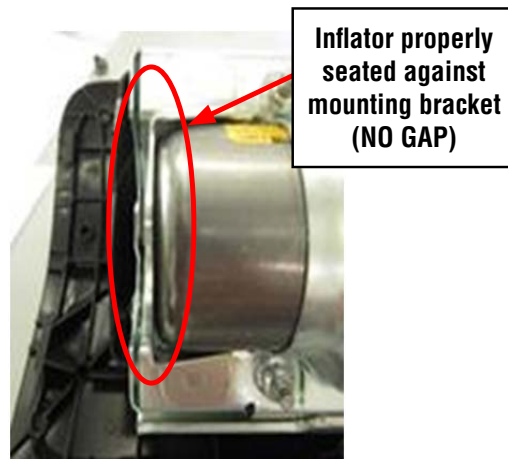
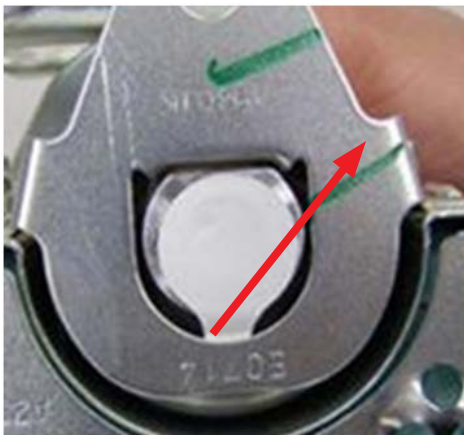


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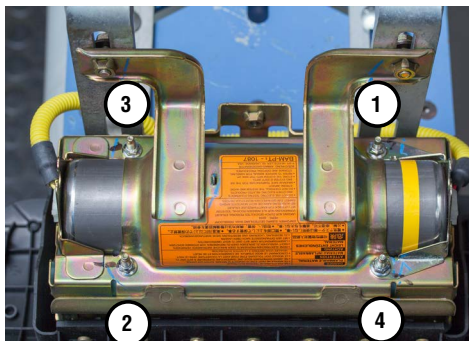
**STEP 8- VERY IMPORTANT:** Record the **FedEx Shipper Receipt Number** (located at the top of the return shipping label included with the new inflator) and the **11-digit alphanumeric serial number for both the new and the removed inflators** on the hard copy of the Repair Order. **For SOA and SDC Retailers ONLY**, this information will be required for claim approval. **For SNE retailers**, this information will be required for completion of the Part Return Notice which will be forwarded by the retailer to the PCC.



**STEP 9-** Install the new inflator into the mounting bracket so the yellow taped end aligns with the removed stopper plate. Make sure the “D-shaped” portion of the inflator harness connector boss aligns with the “D-shaped” portion of the hole in the end of the mounting bracket as shown below. When properly installed, the end of the inflator will be seated tight against the mounting bracket. Do not peel the white harness connection dust cover at this time.



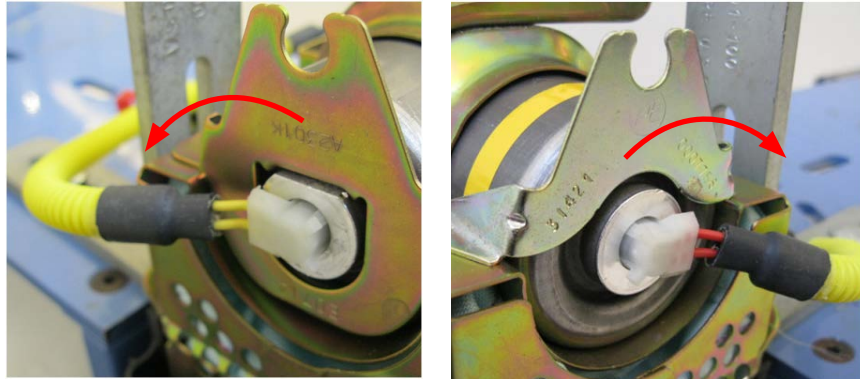
**STEP 10-** As shown below, install but **do not fully tighten** 2 of the NEW self-locking nuts while holding the stopper plate tight against the inflator. Remove the nuts still installed on the mounting bracket and replace them with 2 NEW self-locking nuts. Once all 4 NEW nuts are in place, **torque to 31 - 38 inch pounds in the sequence shown below**. Use a marker to mark the nuts after torquing to indicate they have been fully tightened.



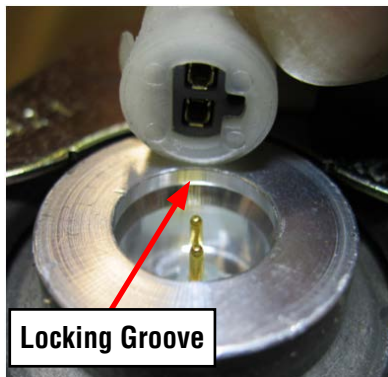
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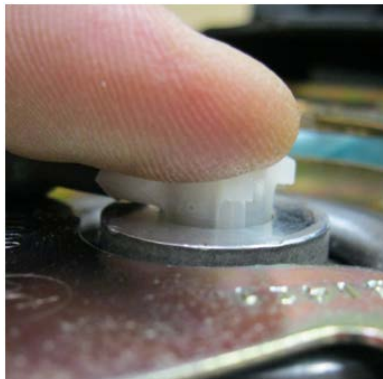
**STEP 11-** The new inflator wiring harness has a “long side” and a “short side” with round 2-pin connectors on both ends. The short side with red wires will connect to the end of the inflator with the round wiring harness connector boss, yellow tape and removable stopper plate. **VERY IMPORTANT:** **When connecting the new harness to the inflator, both sides of the harness MUST be routed toward the module’s mounting brackets as shown in the photos below.**



Peel off the white dust cover from the round connector boss end of the inflator **ONLY**. **CAREFULLY** align the pins with the female terminals of the harness connector (2 red wires) as shown in the sequence below. **IMPORTANT: NEVER PEEL BOTH THE WHITE DUST COVERS OFF AT THE SAME TIME!** Once pin alignment is confirmed, push down firmly to engage the connector’s 3 locking tangs into the locking groove inside the connector boss. Confirm the connector is locked by prying up **LIGHTLY** with a small flat-blade screwdriver. Repeat the procedure on the D-shaped connector boss end (2 yellow wires). Reinstall the black wiring harness retaining clip into the mounting bracket to complete the airbag reassembly.



**Locking Groove**



**STEP 12-** Reinstall the airbag assembly into the vehicle in reverse order of disassembly. Before installing the glove box assembly, reconnect the negative battery cable. Turn the ignition key “ON” and confirm the AIRBAG warning light comes on then cycles off properly. Once proper warning light operation is confirmed, reinstall the glove box assembly to complete the procedure.

**STEP 13-** Place the removed original air bag inflator in the “cradle” of the Kit Box insert, with a completed SOA warranty parts tag (MSA5W402A) attached to it. The tag must contain the following information: **Claim Number, Repair Date, 17-digit VIN, and vehicle mileage.** Refer to the “PARTS RETURN PROCEDURES” section of this bulletin (page 4) for further return shipping instructions and information. **Ensure both the removed and installed inflator serial numbers along with the FedEx Shipper Receipt number have been recorded correctly as previously instructed on the repair order hard copy before returning the removed part to your Parts Department.**

**IMPORTANT: UNDER NO CIRCUMSTANCES SHOULD ANY AIR BAG INFLATORS BE RETURNED TO SUBARU OF AMERICA, INC.**

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**\*SERVICE PROCEDURE FOR 2003-2004MY LEGACY / OUTBACK AND 2003-2005MY BAJA MODELS\***

**Replacement Airbag Module Assembly Part Number: 98279AE04A**

**IMPORTANT NOTES:**

The new module assembly does not include the lid (outer trim cover). In this procedure, the lid is transferred to the new module from the original. In an extremely rare case where a lid gets damaged during the transfer, part numbers for replacements are provided below.

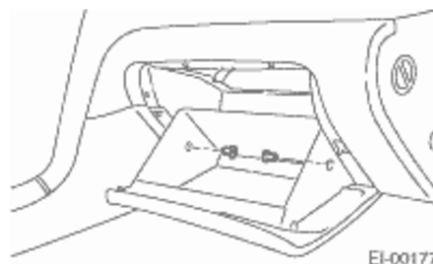
Description	Part Number	Color
AIR B MOD P KIT LID	98279AE05ADG	Brown
	98279AE05AML	Black

**CAUTION: Refer to the “CAUTION” section in the General Description portion of Airbag System AB in the Body Section of the Service Manual before handling or servicing any airbag module!**

**STEP 1- PREPARATION:**

Before proceeding, confirm the airbag lamp cycles on and then off normally as part of the self-check and using SSM, confirm there are no DTCs stored in the airbag system. Inspect the dash area around the passenger airbag module for any marks or damage. Document and photograph any conditions observed before starting this procedure.

- Turn the ignition “OFF”.
- Disconnect the Negative (ground) cable from the battery and wait at least 60 seconds before proceeding further.
- Remove the glove box assembly following the procedure in the applicable Service Manual and using the tips below.
  - The glove box is held in place by 8 screws. The 2 upper left and right hand corner screws have a distinctive gold finish and 10mm hex head. It is helpful to leave these 2 screws until last when removing and install first during replacement to support the weight of the assembly.
  - It is necessary to remove the knockout plugs (stopper in the Service Manual) to gain access to all the mounting screws.

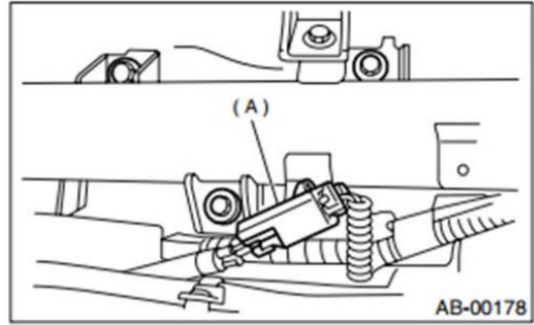


- It is possible to leave the stoppers in place during servicing by carefully bending in the sides of the glove box until the stoppers are cleared.
- To prevent damage, do not bend them in any further than necessary.

**IMPORTANT: Whenever beginning to remove (or install) the airbag assembly, and periodically while performing the procedure or after stepping away, remove any possible static charge from your body by momentarily touching a clean, bare metal ground point on the vehicle (e.g. the door striker). Remove from your person all electronic devices including cell phones before proceeding.**

*Continued...*

- Disconnect the airbag module harness connector (A) and release it from the support beam bracket.



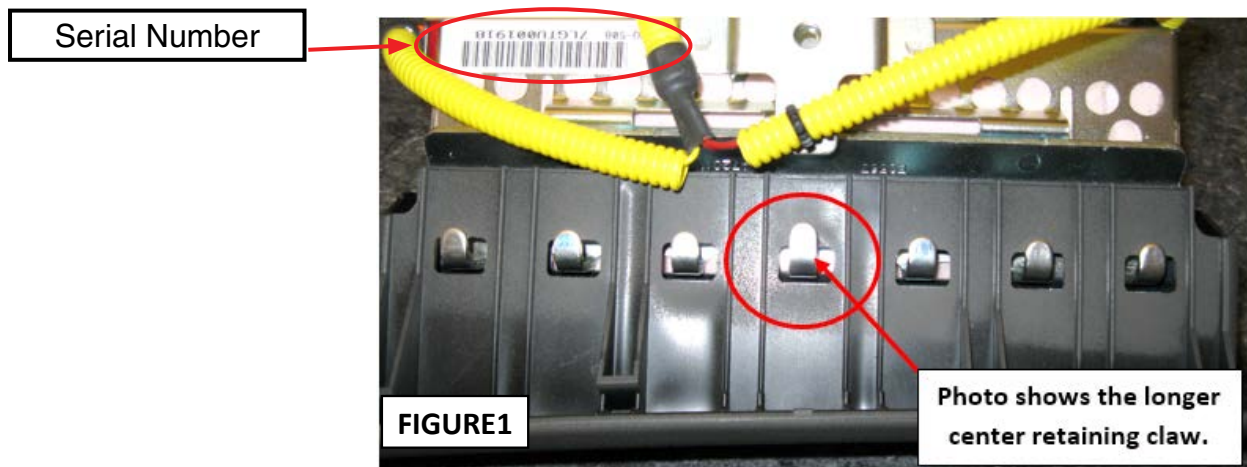
- Remove the 3 retaining bolts and CAREFULLY remove the airbag module from the vehicle by carefully releasing the cover tabs from the underside of the dash and pushing the module up and out. Use caution and protective coverings to avoid damaging the dashboard pad. Place the airbag module on a clean cloth to protect the module lid from scuffs, scratches or other damage.

**STEP 2- TRIM COVER / LID REMOVAL:**

**VERY IMPORTANT:** Before removing the original trim cover / lid from the module, note the orientation of the cover in relation to the module as the module can be installed upside down in the cover. (TIP: The bottom or harness side goes toward the “SRS AIRBAG” side of the cover as shown.)  
**CAUTION:** During cold temperatures always let the cover warm to room temperature before attempting claw removal. In all cases, limit any distortion of the airbag cover to avoid damaging it.

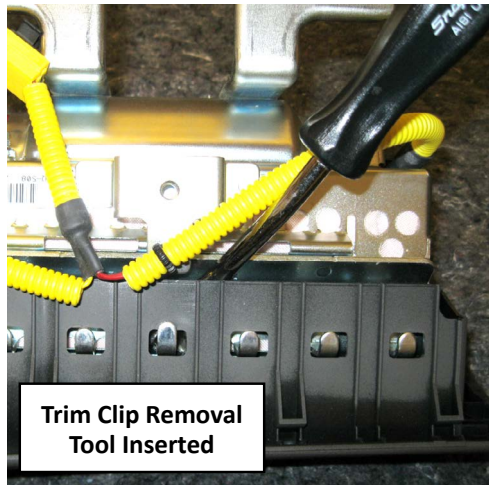


- Using a trim clip removal tool and starting on the harness-side of the module assembly as shown in the sequence below, CAREFULLY insert the tool and twist ONLY AS MUCH AS IS REQUIRED to release the slightly longer center retaining claw from the trim cover. Once released with the tool, the other 6 claws will release easily by hand.
- Rotate the inflator portion of the assembly outward from the cover to release the 7 label-side claws and separate the cover from the module. No tool is required as all the 7 label-side claws are the same size.



*Continued...*





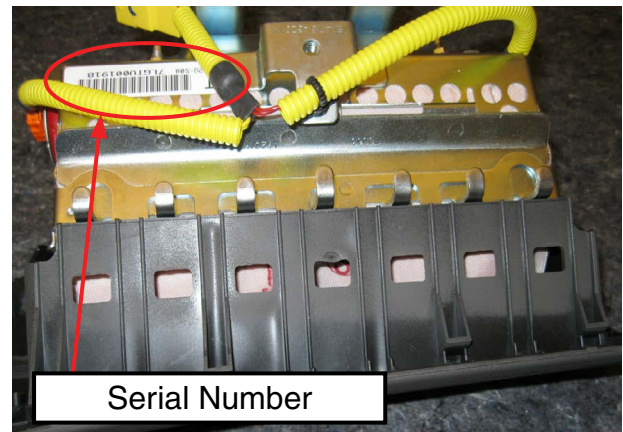
Trim Clip Removal  
Tool Inserted



Twisting the Tool and  
Releasing Center Claw

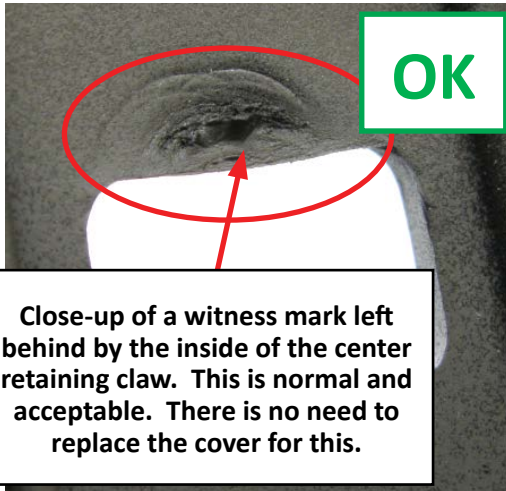


Center Claw Released



All Harness-Side Claws Released

Serial Number



Close-up of a witness mark left behind by the inside of the center retaining claw. This is normal and acceptable. There is no need to replace the cover for this.



Inside view of a damaged cover, shows tearing and material missing. This cover must be replaced.

**Step 3-** Confirm the orientation is correct as outlined earlier in this bulletin. Refit the original cover, if reusable, onto the replacement module assembly. Make sure all the claws are fully engaged (see Figure 1 above). When properly installed, the cover should feel loose with a small amount of freeplay. If the cover is tight (no freeplay or looseness), it most likely is not fully engaged onto the claws.

**Step 4- VERY IMPORTANT:** Record the alpha-numeric serial numbers for **BOTH** the original and the replacement module assemblies on the hard copy of the Repair Order. See pages 18 & 19 for serial number location photos. **For SOA and SDC Retailers ONLY**, this information will be required for claim approval. **For SNE retailers**, this information will be required for completion of the Part Return Notice which will be forwarded by the retailer to the PCC.

**Step 5-** After confirming the cover is properly fitted to the module, reinstall the module assembly in reverse order of disassembly. Before installing the glove box assembly, reconnect the negative battery cable. Turn the ignition key “ON” and confirm the AIRBAG warning light comes on then cycles off properly. Once proper warning light operation is confirmed, reinstall the glove box assembly.

**Step 6-** Place the removed module assembly into the returnable shipping box. Refer to the **SHIPPING DOCUMENTATION AND INSTRUCTIONS (Appendix A)** found toward the end of this bulletin.



**IMPORTANT: UNDER NO CIRCUMSTANCES SHOULD ANY AIRBAG MODULES BE RETURNED TO SUBARU OF AMERICA, INC.**

## RECALL IDENTIFICATION LABEL

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

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302. Ordering qty 1 = 1 sheet of 20 labels.

PART NUMBER	APPLICABILITY	DESCRIPTION	ORDER QUANTITY
MSA6P1302	All models	Campaign Completion Labels (contains one sheet of 20 labels)	1

<b>SUBARU</b>
Campaign Code
<b>WQP-51</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Retailers may submit claims through 'Vehicle Claim Entry' on Subarunet.com.

Listed below is claim entry information:

CLAIM TYPE	CAMPAIGN CODE	APPLICABILITY	LABOR	DESCRIPTION	LABOR TIME
RC	WQP-51	2003-2004 Legacy and Outback 2003-2005 Baja	A182-031	Front Passenger Air Bag Inflator or Module Replacement	0.8

Airbag Module Part Number	Inflator Kit Part Number	Applicability	DESCRIPTION	Order Quantity
98279AE04A	98279AE00A	2003-2004 Legacy / Outback & 2003-2005 Baja	WQL-48/WQP-51 Air Bag Module or Inflator Kit	1

<p><b>For SOA and SDC Retailers: Serial Number Entry</b></p>	<p>Upon entry of a recall claim, <b>BOTH</b> the newly-installed (replacement) and the removed (original) serial numbers are required to be entered in the appropriate fields in the Recall Claim Entry system. As a result of adding these new required entry fields, Part Return Notices will no longer be generated.</p>
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<p><b>For SNE Retailers ONLY Miscellaneous Detail Field</b></p>	<p>The serial number of the NEW air bag inflator or Module installed <b>MUST</b> be entered in the "Misc. Detail" field.</p>
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*Continued...*

## OWNER NOTIFICATION LETTER

### IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



**Subaru of America, Inc**  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000  
800-782-2783  
www.subaru.com

**Subaru Recall Campaign WQP-51  
NHTSA Recall No. 14V-763  
January 2015**

### Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subaru of America, Inc. has decided that a defect which relates to motor vehicle safety exists in certain 2003-2005 model year Subaru Legacy and Outback vehicles, 2003-2005 model year Subaru Baja vehicles, and 2004-2005 model year Subaru Impreza (including WRX/STI) vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

### REASON FOR THE RECALL

The National Highway Traffic Administration (NHTSA) is investigating whether exposure to high absolute humidity may, upon air bag deployment, lead to a rupture of air bag inflators produced by TK Holdings, Inc. (Takata). In cooperation with that investigation, Subaru is conducting this regional recall to replace Takata front passenger air bag inflators in certain vehicles with current or previous registration in the following areas of high absolute humidity:

- The following States and U.S. Territories:
  - o Florida
  - o Hawaii
  - o Puerto Rico
  - o U.S. Virgin Islands
  - o Guam
  - o Saipan
  - o American Samoa
- The counties of Georgia which are adjacent to Florida
- The coastal areas of:
  - o Alabama
  - o Louisiana
  - o Mississippi
  - o Texas

### SAFETY HAZARD

In the event of a crash necessitating deployment of the front passenger air bag, the inflator could rupture with metal fragments striking and potentially seriously injuring the vehicle occupants.

### REMEDY

Subaru will replace the inflator for your front passenger air bag at no cost to you.

### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the front passenger air bag inflator replaced with a new one.

***Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

*Continued...*



Although we have not experienced a parts shortage, we will cover a loaner vehicle if your retailer does not have the part in stock to repair your vehicle under this recall. If you are uncomfortable driving the vehicle to your Subaru retailer, please contact your Subaru retailer who will arrange for vehicle pick up.

### **HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?**

The time to replace the front passenger air bag inflator is approximately one hour and 45 minutes for the affected 2005 model year Legacy and Outback vehicles, and approximately 40 minutes for all of the other vehicles affected by this recall. It may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling. Please present this letter to your Subaru retailer at the time this repair procedure is performed.

### **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. Or if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

### **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wqp51.service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select 'Customer Support'
- By telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET  
Friday between 10:30 a.m. and 5:00 p.m. ET  
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and 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.

Sincerely,  
Subaru of America, Inc.

***Notice to Lessors:*** Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

*A subsidiary of Fuji Heavy Industries Ltd.*

***Continued...***

## SECOND OWNER NOTIFICATION LETTER

### IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



**Subaru of America, Inc**  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000  
800-782-2783  
www.subaru.com

**Subaru Recall Campaign WQP-51  
NHTSA Recall No. 14V-763  
November 2016 – Second Notice**

### Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2003-2004 model year Subaru Legacy and Outback vehicles and certain 2003-2005 model year Subaru Baja vehicles, equipped with a non-desiccated Takata-sourced passenger side frontal air bag containing the propellant Phase Stabilized Ammonium Nitrate.

You received this notice because our records indicate that you currently own one of these vehicles.

### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The affected vehicles are equipped with a Takata-sourced passenger side frontal air bag that may be susceptible to moisture intrusion. Over time, that could cause the inflator to rupture when the passenger's frontal air bag deploys in a crash. If the inflator ruptures, metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.

### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the front passenger air bag inflator replaced with a new one.

*Until this repair is performed, do not allow passengers to ride in the front passenger seat.*

### HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?

The time to replace the front passenger air bag inflator is approximately 45 minutes. It may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. Please present this letter to your Subaru retailer at the time this repair procedure is performed.

### 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. Or if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

*Continued...*

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information about future parts availability and the most Frequently Asked Questions, please go to:

- <http://www.wqp51.service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select 'Customer Support'
- By telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET  
Friday between 10:30 a.m. and 5:00 p.m. ET  
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and 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.

Sincerely,

Subaru of America, Inc.

A subsidiary of Fuji Heavy Industries Ltd.

***Notice to Lessors:*** Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

***A subsidiary of Fuji Heavy Industries Ltd.***

***Continued...***

# SHIPPING DOCUMENTATION AND INSTRUCTIONS (Appendix A)

**IMPORTANT NOTE:** There are 2 different sets of instructions supplied in this section. The first page outlines the procedure for INFLATOR returns while the following page provides instructions for returning a COMPLETE MODULE assembly.


**NOTE**  
**INFLATOR RETURNS**  
**These Return Instructions are for the Continental US dealerships (48 States).**

**NOTE: Locations outside of the Continental United States (Hawaii, Alaska, Puerto Rico, Virgin Islands INCLUDING Mexico and Canada CANNOT follow below shipping instructions.** Instead, dealerships in these locations MUST contact the following Takata/XPO USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains\_International@menlowworldwide.com

**1. Shipping Documents**

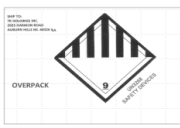
a) **Box Label**

- Supplied with each Kit
- To be affixed to each box




b) **Over-pack Label**

- To be supplied by XPO.
- To be affixed to the outside of each pallet




c) **Bill of Lading**

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



d) **ERG Document**


- To be supplied by XPO.
- To be provided by the Dealer to the LTL Driver for each shipment



**4b. Shipping Instructions – Label each Box**

a) If you continue receiving Inflator Kits with the original Fedex Documentation:


- Peel off the backing of the Fedex Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
  - Use the scribe line on the box as a guide
  - The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
- Discard the remaining Documentation
- Do Not** contact FedEx



**2. Packing Instructions**


a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag inflator in the “cradle” of the box insert.



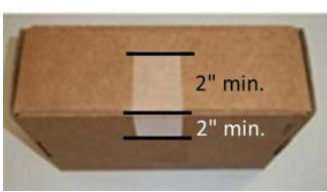

**5. Shipping Instructions – Prepare the Pallet**

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



**3. Closure Instructions**

a) Close the top box flap, per box closure instructions located on front panel of box.

**6. Shipping Instructions – Schedule LTL Pickup**

- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call XPO at 1-877-650-3476
  - If 200 Kits have not been accumulated in 30 days, please call XPO for direction
- Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

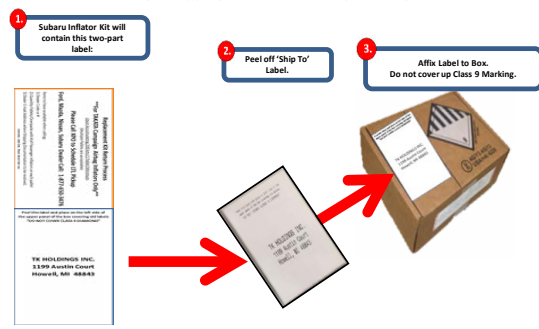
**7. Shipping Instructions – Ship**

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

**4a. Shipping Instructions - Label each Box**

a) New Labels will begin shipping in each kit starting mid August, 2015

- Subaru Inflator Kit will contain this two-part label.
- Peel off 'Ship To' Label. Do not cover up Class 9 Marking.
- Affix Label to Box.



**8. Requesting a New Box / Shipping Labels**

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**  
E-Mail: [FieldAction.14305@menlowworldwide.com](mailto:FieldAction.14305@menlowworldwide.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



**NOTE**

**FULL MODULE RETURNS**

**These Return Instructions are for the Continental US dealerships (48 States).**

**NOTE: Locations outside of the Continental United States (Hawaii, Alaska, Puerto Rico, Virgin Islands INCLUDING Mexico and Canada CANNOT follow below shipping instructions.** Instead, dealerships in these locations MUST contact the following Takata/XPO USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: [MLGTakataRestrains\\_International@menloworldwide.com](mailto:MLGTakataRestrains_International@menloworldwide.com)

**1. Shipping Documents**

**a) Box Label**

- Supplied with each Kit
- To be affixed to each box



**b) Over-pack Label**

- To be supplied by XPO.
- To be affixed to the outside of each pallet



**c) Bill of Lading**

- To be supplied by XPO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



**d) ERG Document**

- To be supplied by XPO.
- To be provide by the Dealer to the LTL Driver for each shipment



**5. Shipping Instructions – Prepare the Pallet**

- a) Accumulate and palletize Kits
- b) Arrange Kits on Pallet as pictured here
  - 15 boxes per row/layer (5x3)
  - 5 rows/layers per pallet (75 boxes)
- c) Shrink-wrap Kits to Pallet
- d) Affix Over-pack Label on (1) side of Pallet (Not on Top)



**6. Shipping Instructions – Schedule LTL Pickup**

- a) Upon Accumulating 75 kits (1 Over-pack/Pallet) Minimum
  - Call XPO at 1-877-650-3476
  - If 75 Kits have not been accumulated in 30 days, please call XPO for direction
- c) Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

**2. Packing Instructions**

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located in Box 8 of this page.

b) Place the un-deployed air bag module in the “cradle” of the box insert.



**7. Shipping Instructions – Ship**

- a) Give 1 Copy of BOL and 1 Copy of ERG to Driver
- b) Retain 1 Copy of BOL for Dealership records and archive for 2 Years

**3. Closure Instructions**

a) Close the top box flap, per box closure instructions located on front panel of box.



**8. Requesting a New Box / Shipping Labels**

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: [FieldAction.14305@menloworldwide.com](mailto:FieldAction.14305@menloworldwide.com)

To help expedite your request, please be prepared to provide the following information:

- a) Serial number on the original box
- b) What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- c) Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number



**4. Shipping Instructions - Label each Box**

a) New Labels will begin shipping in each kit starting mid August, 2015

