

ATTENTION:

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

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

| | | |
|--|--|--|
| | | |
| | | |

©2019 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2009-2013 Forester
 2008-2014 Impreza
 2005-2014 Legacy
 2005-2014 Outback
 2006-2008 Tribeca

NUMBER: WUF-91R
NHTSA: 19V-297
DATE: 04/15/19
REVISED: 04/30/19

SUBJECT: Replacement Ignition Switch Recall

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling certain vehicles in the ranges listed below to inspect and potentially replace the ignition switch. A total of 511 U.S. vehicles will be affected by this recall.

AFFECTED VEHICLES:

Coverage for this recall must be confirmed by using the Vehicle Coverage Inquiry function on Subarunet.com. This information is now available.

| Model Years | Carline | Vehicle Count |
|-------------|----------|---------------|
| 2009-2013 | Forester | 266 |
| 2009-2011 | Impreza | 58 |
| 2008-2014 | WRX | 22 |
| 2005-2014 | Legacy | 47 |
| 2005-2014 | Outback | 108 |
| 2006-2008 | Tribeca | 10 |

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

In some of the potentially affected vehicles, a previously-installed Genuine Subaru replacement ignition switch may contain a ball spring susceptible to long-term wear and possible fatigue breakage.

If the ball spring inside the ignition switch breaks, the retention force of the ignition switch would be reduced. If this occurs and heavier items are attached to the ignition key while the vehicle is driven over rough surfaces, the weight may exceed the retention force of the broken ball spring and pull the ignition switch from the “ON” position to the “ACC” position.

If the ignition switch is pulled from the “ON” position to the “ACC” position the engine would stop running while the vehicle is in motion, increasing the risk of a crash. If a crash occurs under this condition, the airbag system may not react as designed, increasing the risk of injury.

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.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

Continued...

DESCRIPTION OF THE REMEDY:

Subaru dealers will inspect the lot number of the ignition switch and if it is within the affected range, replace it with a remedied one.

RETAILER RESPONSIBILITY:

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

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

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

The vehicles included in this recall were identified based on retail sales records of specific Genuine Subaru replacement ignition switches sold between February 2017 and October 2018, containing specific manufacturing lot numbers. A very small quantity of the sales could not be traced to a specific VIN. As a result, the estimated number of unidentified potentially defective Genuine Subaru replacement ignition switches is less than 10.

If a customer who owns a similar vehicle not identified under this recall either (1) has knowledge that they had a Genuine Subaru replacement ignition switch installed in their vehicle after February 21, 2017, or (2) purchased the vehicle as used after February 21, 2017 and is unaware of the service history of the vehicle, they may qualify to have the ignition switch lot number checked upon request.

To qualify, the vehicle must have a mechanical key ignition and be included in the following: 2005-2014MY Legacy/Outback, 2006-2014MY Tribeca, 2008-2011MY Impreza, 2008-2014MY Impreza WRX/WRX, or 2009-2013MY Forester applicable to one of the two situations stated above. If a customer makes such a request, fully document the situation and contact the Subaru Claims Helpline at 1-866-782-2782 for further instruction.

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers 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.

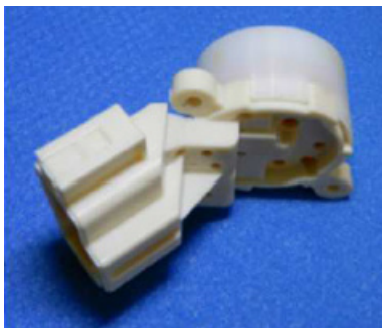
Continued...

IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers 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 sole purpose of completing this recall.

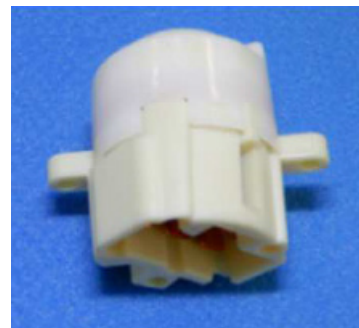
OWNER NOTIFICATION:

Subaru is in the process of acquiring current registration data and will notify affected vehicle owners by first class mail in May. Owners with a valid email address on file will also be notified by email. Retailers will be advised when the notification is scheduled.

PART INFORMATION:



2005-2006MY Legacy / Outback
and Tribeca: P.N. **83131AG000**



2007-2014MY Legacy / Outback, Forester
Impreza / WRX / STI P.N. **83131KG000**

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

SERVICE PROCEDURE / INFORMATION:

This procedure involves inspection of the lot number located on the face of the ignition switch. On some of the affected vehicles, a mechanical key ignition switch installed as a service spare part may contain a ball spring which could be susceptible to long-term wear and possible fatigue breakage. If the ball spring breaks, the retention force of the ignition switch is reduced. If heavier items are attached to the ignition key and the vehicle is driven over rough surfaces, the weight of the items may exceed the retention force of the broken ball spring and pull the ignition switch from the "ON" position to the "ACC" position. If this occurs the engine may unexpectedly stop running.

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

The service procedures for Ignition Switch replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Continued...

Step 1- Record the customer's radio station presets and Navigation Favorites (where applicable).

Step 2- Disconnect the Battery ground cable and wait at least 60 seconds before proceeding.

Step 3- CAREFULLY remove the instrument panel lower cover and steering column upper and lower covers following the procedures in the applicable Service Manual.

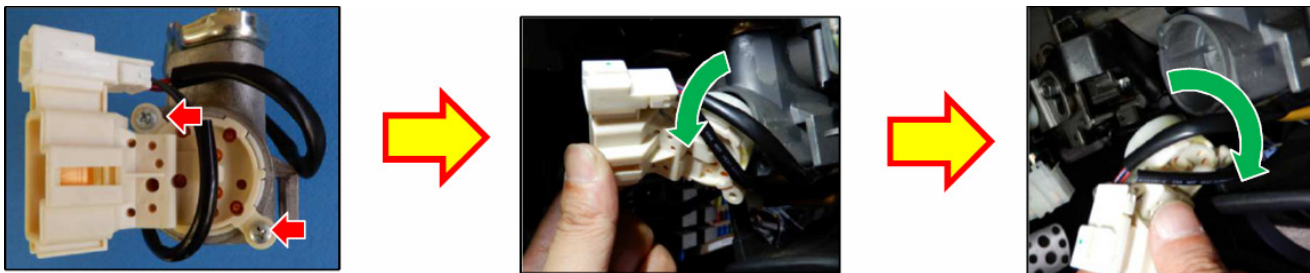
REMINDER: Always take all proper precautions to protect these highly visible trim components from damage during their removal and reinstallation.

Step 4- CAREFULLY access and remove the electrical portion of the ignition switch assembly to confirm the Lot Number. (**NOTE:** To complete this inspection, follow the steps below specific to each MY / Model.)

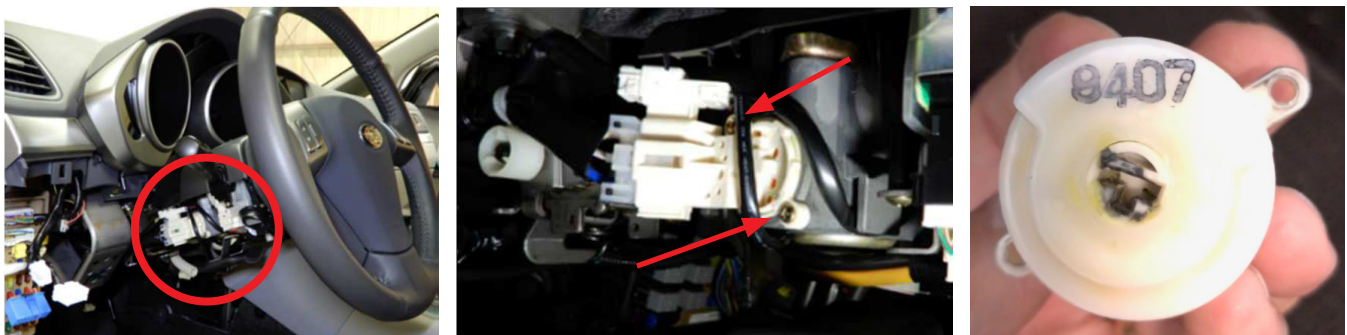
- **For 2005-2006MY Legacy / Outback and Tribeca Models:**

1. Disconnect the ignition switch harness and key lock solenoid connectors.

CAUTION: The harness for the key lock solenoid is routed around the ignition lock assembly. After CAREFULLY disconnecting the harness connector, do not pull on, reposition or un-twist the key lock solenoid harness any more than necessary to facilitate removing the ignition switch from ignition lock assembly.



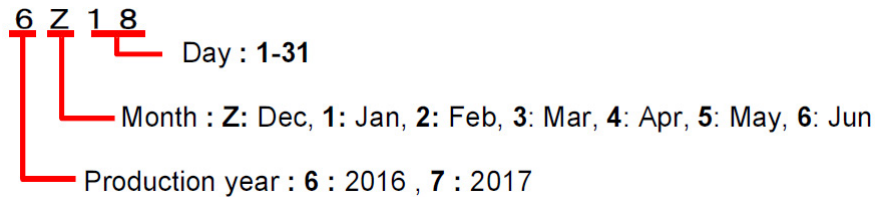
2. Remove the two (2) ignition switch Philips head retaining screws.



3. Remove the ignition switch from the ignition lock assembly.

Continued...

4. Confirm the Lot Number on the face of the ignition switch using the chart below.

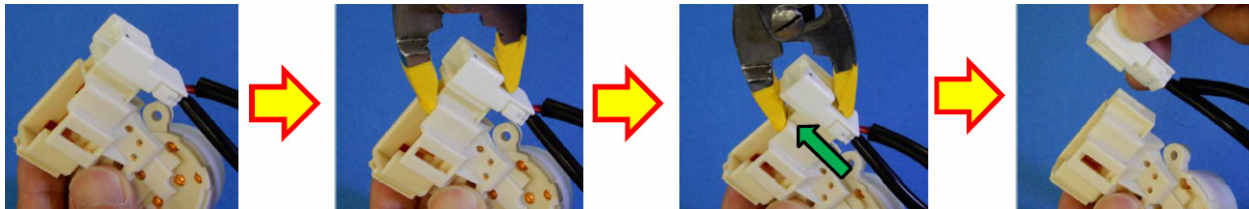


Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch MUST be replaced. If the Lot Number is illegible, REPLACE the ignition switch assembly.

NOTE: Always record the ORIGINAL ignition switch Lot Number on the hard copy of the Repair Order as it will be required for claim submission.

IMPORTANT CAUTIONS:

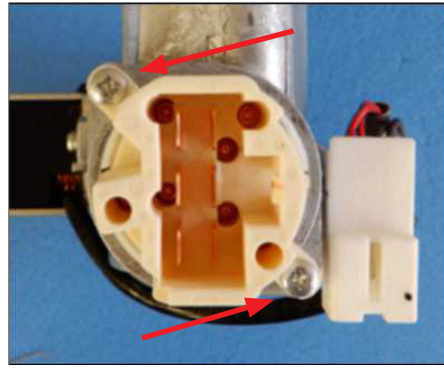
- If replacing the ignition switch on one of these models, **CAREFULLY** removing the key lock solenoid connector from the ignition switch by using pliers as shown below and swap it over to the new switch. Apply electrical tape to the plier jaws to protect the connector.
- If the connector or wiring is damaged, the ignition steering lock assembly will require replacement including recoding of the new assembly to match the original keys by a certified locksmith.
- **NOTE:** Removing the key lock solenoid connector, as shown in the sequence below, is only required if the ignition switch requires replacement.



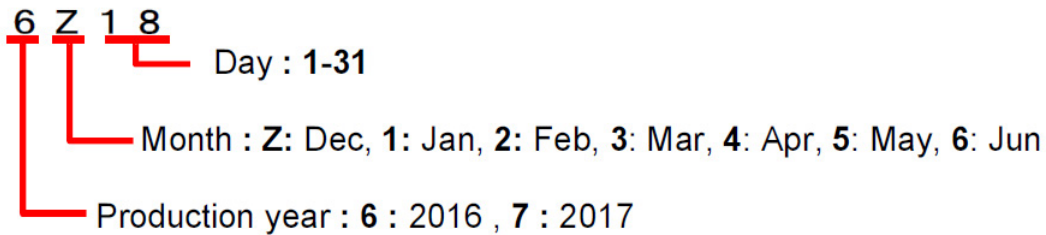
5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to **Step 5** below.

- **For 2007-2009MY Legacy, Outback, Impreza, WRX, STI and Forester Models:**
 1. Remove the harness connector from the ignition switch.
 2. Remove the two (2) ignition switch Philips head retaining screws.

Continued...



3. Remove the ignition switch from the ignition lock assembly.
4. Confirm the Lot Number on the face of the ignition switch using the chart below.



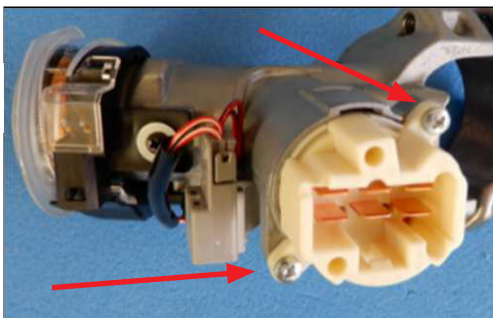
Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch MUST be replaced. **NOTE:** If the Lot Number is illegible, **REPLACE** the ignition switch assembly.

5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to Step 5 below.

- **For 2010-2014MY Legacy / Outback Models:**

For these models, the ignition switch is accessed from the right side of the steering column.

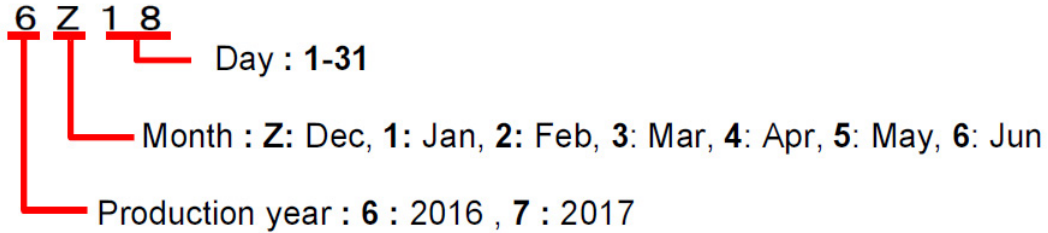
1. Remove the harness connector from the ignition switch.
2. Remove the two (2) Philips head retaining screws.



3. Remove the ignition switch from the ignition lock assembly.

Continued...

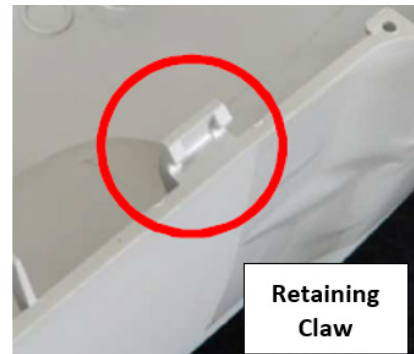
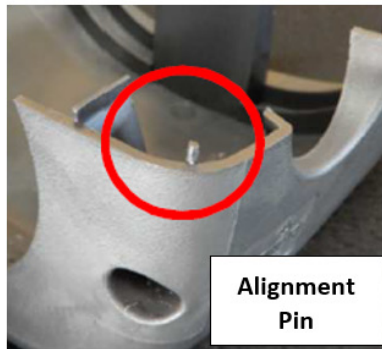
4. Confirm the Lot Number on the face of the ignition switch using the chart below.
NOTE: If the Lot Number is illegible, REPLACE the ignition switch assembly.



Using the chart above as a guide, if the Lot Number is between **6Z18** (December 18, 2016) and **7602** (June 2, 2017), the ignition switch **MUST** be replaced. **NOTE:** If the Lot Number is illegible, REPLACE the ignition switch assembly.

5. **CAUTION:** After reinstalling the ignition switch back into the lock housing, torque the 2 retaining screws to 1.1 Nm (9.7 inch-pounds). **DO NOT OVER-TIGHTEN.** Confirm all functions of the ignition switch (OFF, ACC, ON, and START). With the engine OFF and parking brake fully engaged, confirm the function of the ignition interlock by attempting key removal in a gear other than park. Proceed to **Step 5** below.

Step 5- CAREFULLY reinstall the column covers and instrument panel lower cover in reverse order of removal. **IMPORTANT:** Always be CAREFUL to engage the alignment pins and retaining claws properly as shown below.



Step 6- Reset the customer's radio station presets and Navigation Favorites (where applicable) to complete the procedure.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

| Labor Description | Labor Operation # | Fail Code | Labor Time | Claim Type |
|--|-------------------|-----------|------------|------------|
| IGNITION SW. R&R, LOT NO. INSPECTION ONLY | 186-310 | WUF-91 | 0.6 | RC |
| IGNITION SW. R&R, LOT NO. INSPECTION & REPLACEMENT | 186-311 | | 0.6 | |

REMINDER: The Lot Number for the ORIGINAL ignition switch must be entered in the Miscellaneous Detail field.

Continued...

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

Continued...

OWNER NOTIFICATION LETTER

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



Subaru of America, Inc
PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WUF-91
NHTSA Recall ID 19V-297
May 2019

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 2009-2013 model year Forester vehicles, 2008-2011 model year Impreza vehicles, 2008-2014 model year WRX vehicles, 2005-2014 model year Legacy vehicles, 2005-2014 model year Outback vehicles, and 2006-2008 model year Tribeca vehicles.

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

REASON FOR THIS SAFETY RECALL

On certain vehicles included in this safety recall, the ignition switch was previously replaced with one that may contain a defective ball spring susceptible to long-term wear and possible fatigue breakage. If that ball spring breaks, the retention force of the ignition switch would be reduced. If this occurs, the weight on the key ring and certain road conditions could cause the ignition switch to move out of the "ON" position to the accessory "ACC" position.

If the ignition switch is pulled from the "ON" position to the "ACC" position while the vehicle is in motion, the engine may stop running unexpectedly, increasing the risk of a crash. If a crash occurs under this condition, the airbags may not deploy, increasing the risk of injury.

WHAT SUBARU WILL DO

Subaru will inspect and, if necessary, replace the ignition switch in your vehicle with a remedied one at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have the ignition switch in your vehicle inspected and, if necessary, replaced for free.

Until this recall repair has been performed, please remove all items from your key ring, leaving only the vehicle key.

To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

HOW LONG WILL THE REPAIR TAKE?

The actual time to inspect and, if necessary, replace the ignition switch in your vehicle is approximately 36 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

Continued...

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WUF-91 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

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 it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- By telephone: 1-844-373-6614
- Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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 (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle 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.

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 SUBARU CORPORATION