

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

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

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2019MY Legacy and Outback

NUMBER: WUH-93R

SUBJECT: Front Duct Panel Spot Weld

DATE: 06/26/19

NHTSA: 19V493

REVISED: 07/22/19

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Legacy and Outback vehicles, due to a potential spot weld issue on the duct located below the cowl panel. A total of 2,107 U.S. vehicles will be affected by this recall, 81 of which are retailed units.

AFFECTED VEHICLES

Model Year	Carline	Production Date Range	Vehicle count
2019	Legacy	May 31, 2019 – June 5, 2019	142
2019	Outback	May 31, 2019 – June 6, 2019	1,965

Not all vehicles in the production ranges listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

REASON FOR THIS RECALL

Potentially affected vehicles may have a long-term reduction in body strength. In the event of a crash, vehicle structure may not perform as designed, increasing the risk of injury.

DESCRIPTION OF THE REMEDY

All potentially affected vehicles will be inspected to determine if this condition exists. If the condition exists, Subaru will replace that vehicle with a comparable new one.

VEHICLE INSPECTION – IN-STOCK VEHICLES

Retailers will perform a preliminary inspection, as described in the “Part A” inspection procedure listed in this bulletin. Vehicles which fail the “Part A” inspection will require further inspection by a Subaru Field Service Engineer (FSE). If the FSE determines that the spot welds were not properly applied during production, Subaru will arrange shipment of that vehicle back to Subaru’s manufacturing facility. Subaru will then arrange to have any such vehicle replaced with a new comparable one.

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.

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VEHICLE INSPECTION – RETAILED VEHICLES

Owners will be advised to contact an authorized Subaru retailer of their choice to schedule an appointment to have their vehicle inspected by a Subaru manufacturer’s representative (FSE). Owners will also be advised that the retailer will provide a free loaner vehicle until that inspection is performed.

If the FSE determines that the spot welds were not properly applied during production, Subaru will replace the owner’s vehicle with a comparable new one at no cost to the owner. The FSE will contact a CRS Senior Representative to handle this as a repurchase transaction. Subaru will also be responsible for paying any taxes, registration, or any other fees that may result from this vehicle exchange.

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail later this month. Owners with a valid email address on file with Subaru will also be notified by email. Retailers will be advised when that notification begins.

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 follow 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 necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Retailers are to provide the owner with a free loaner or rental vehicle until that inspection can be performed.

INTRODUCTION:

This cowl duct component inspection procedure consists of two parts, **Part A** and **Part B**.

RETAILER RESPONSIBILITIES:

- Review this procedure thoroughly before proceeding.
- Retailers are to perform **ONLY** the **Part A** inspection procedure outlined below on all affected vehicles. The purpose of the **Part A** inspection is to identify those vehicles needing the **Part B** inspection and possible further repair action. The **Part B** inspection is NOT the Retailer’s responsibility.
- A completed QMR must be submitted IMMEDIATELY after completing the **Part A** inspection procedure for EVERY affected vehicle (pass or fail) with the required photos attached.

NOTE: The **Part B** inspection is not necessary on vehicles that pass the **Part A** inspection procedure.

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SERVICE PROCEDURE:

PART A: Cowl Duct Part Type Determination

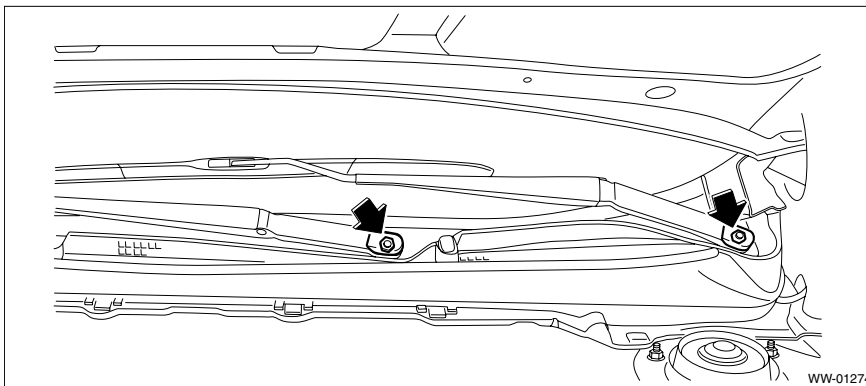
1. Open Driver's door.
2. Release the hood and close the driver's door.
3. Open the hood and prop it open securely.
4. Remove both front wiper arms.

Wiper Arm Removal

- 1) Remove the cover - windshield wiper arm.
- 2) Remove the nuts, and remove the arm assembly - windshield wiper.

NOTE:

Since the arm assembly - windshield wiper LH and RH can interfere with each other, remove the driver's side first.



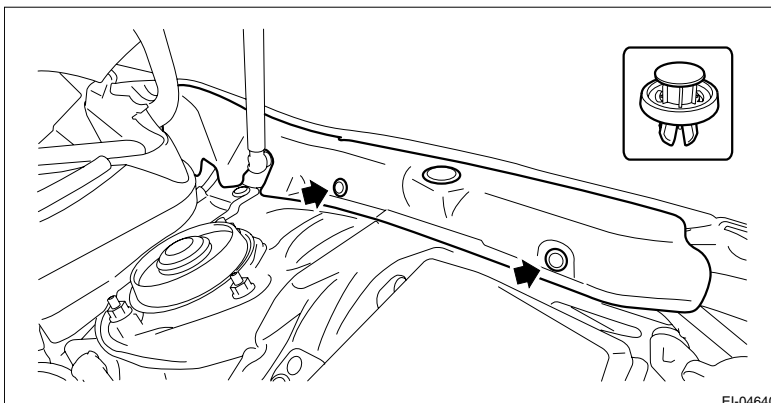
5. **CAREFULLY** remove the plastic cowl trim panels.

Cowl Trim Panel Removal

- 1) Remove the arm assembly - windshield wiper. Ref. to WIPER AND WASHER SYSTEMS>Front Wiper Arm>REMOVAL.
- 2) Remove the cover - front fender UPR.
 - (1) Remove the clip.
 - (2) Release the claws by pulling them forward, and remove the cover - front fender UPR.

CAUTION:

Forcibly removing the part may cause creases.



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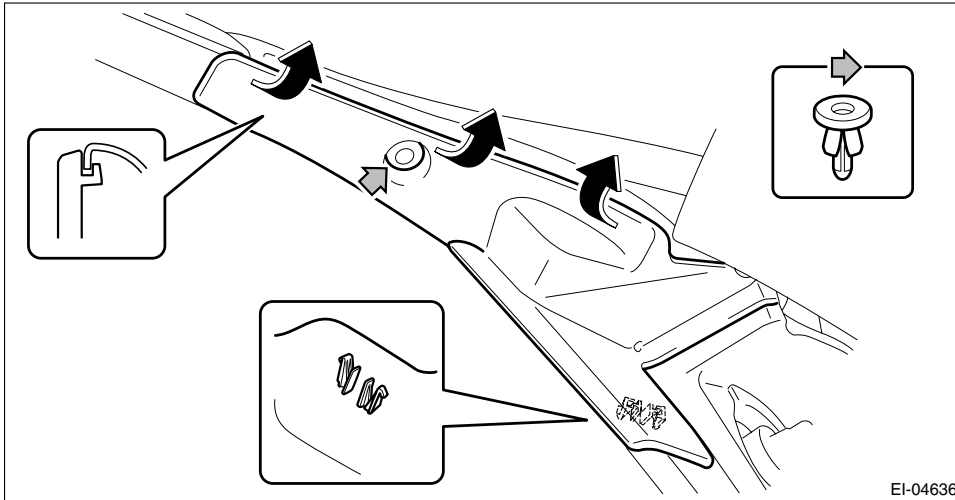
3) Remove the cowl panel - side.

(1) Remove the clips.

(2) Release the claws, and then remove the cowl panel - side.

CAUTION:

Pulling with excessive force may damage the cowl panel - side. If it is difficult to remove, use a plastic remover or equivalent tool.



4) Remove the cowl panel assembly.

CAUTION:

- Before removing the cowl panel, use an air blower and nylon brush to sweep gravel from the lower area of the front side of the glass.
- When removing the clip (b), push the claws of the clip first.

(1) Be careful not to apply excessive force when pulling the clip (b), as the clip may become damaged.

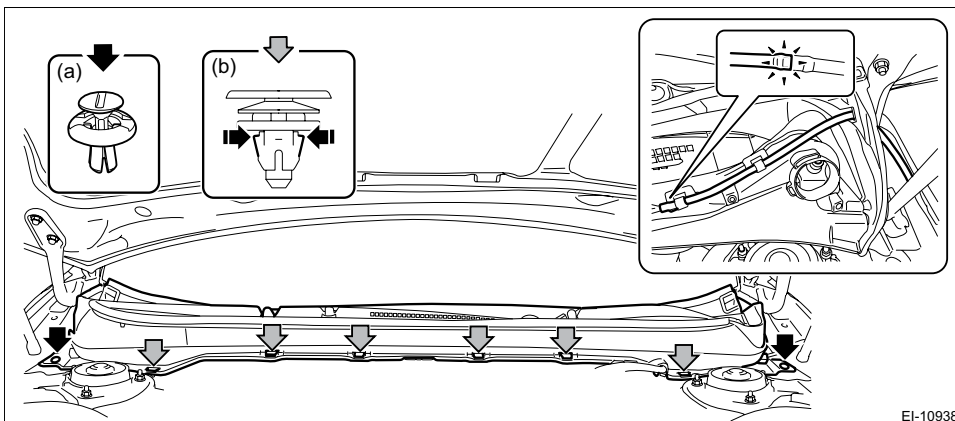
(2) Remove the clips (a).

(3) Check the direction of the clip (b), and push the claws from both sides to remove it.

(4) Remove the cowl panel assembly by pulling it out towards the front of the vehicle.

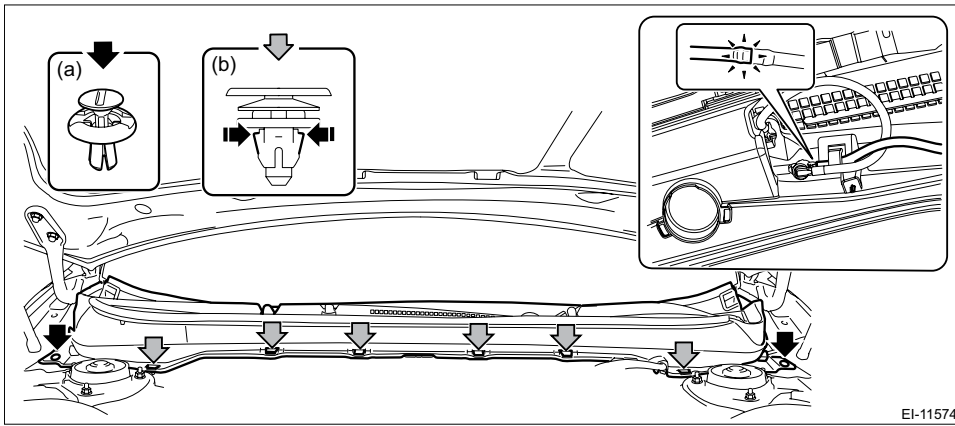
(5) Disconnect the washer hose.

- Models without EyeSight

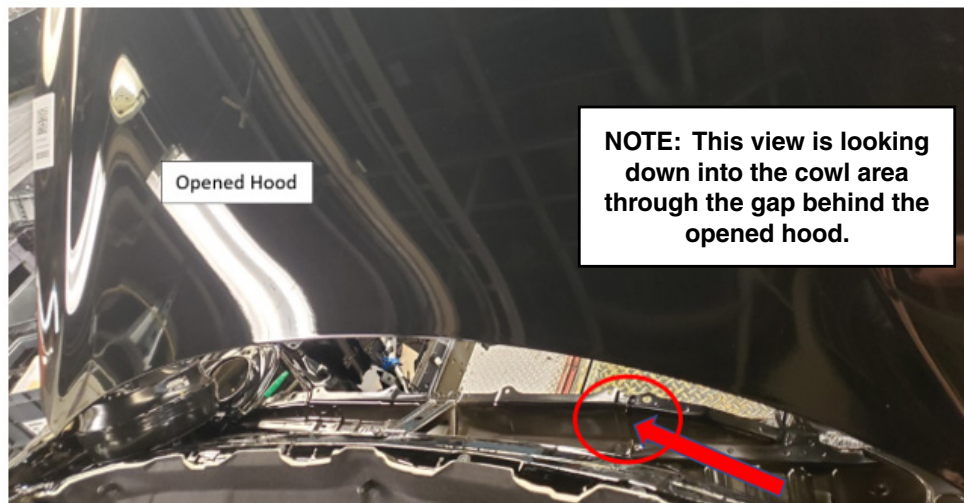
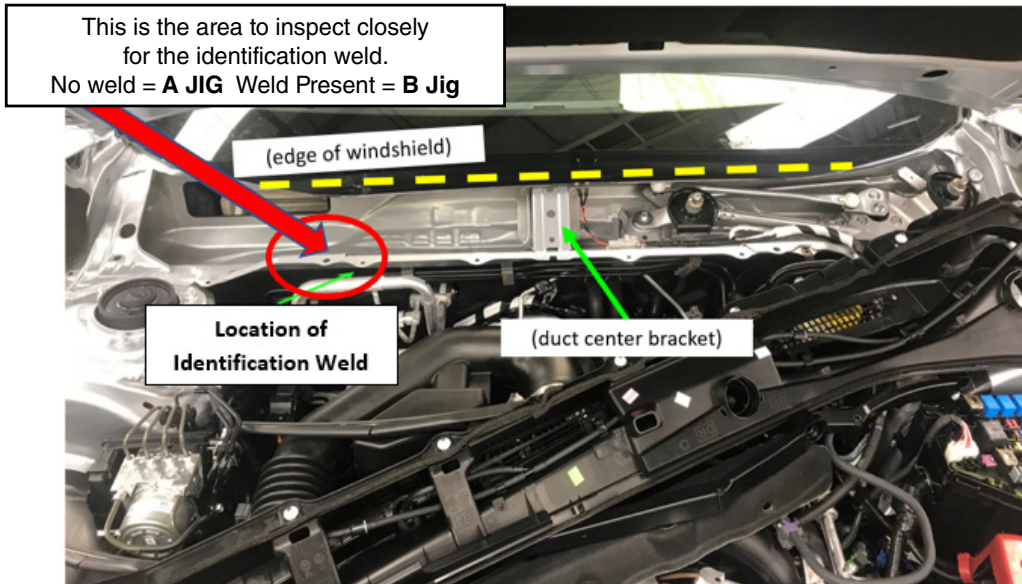


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- Models with EyeSight



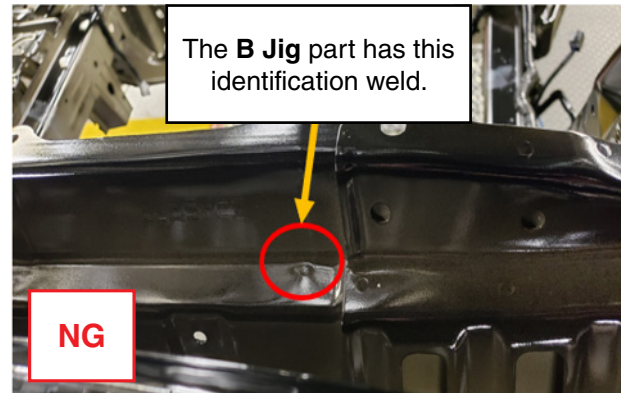
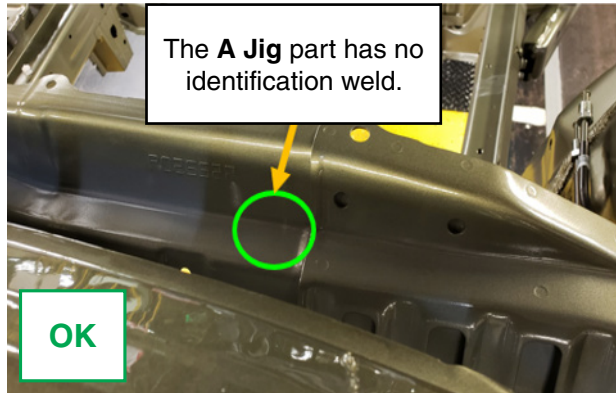
6. With the cowl trim panel removed, use the photos below to determine if the vehicle is equipped with an **A Jig** or **B Jig** part. The **B Jig** part has an identification weld to distinguish it from the **A Jig** part.



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HOW TO DETERMINE IF THE INSTALLED PART IS “A JIG” OR “B JIG”

IMPORTANT NOTE: See **APPENDIX A** starting on pg. 7 for additional reference photos to use when making the **OK / NG** (pass/fail) determination for **Part A** inspections.



7. If the cowl area inspection reveals an **A JIG** part, the vehicle is **OK**. **STOP**, take a clear photo of this area and the VIN plate at the base of the “B” pillar. Reinstall all the removed parts in reverse order to prepare the vehicle for sale. Proceed to **Step 8**.



CRITICAL: If the cowl area inspection reveals a **B JIG** part, THE VEHICLE IS **NG** AND **MUST BE HELD** WHILE DETERMINING THE NEXT COURSE OF ACTION. Do not reassemble the vehicle. Proceed to **8**. below.

8. SPECIAL PART A INSPECTION RESULT PROCESSING INSTRUCTIONS:

A completed QMR **MUST** be submitted immediately with one photo clearly showing the **Part A**, Jig A/B inspection point AND a photo of the VIN plate located at the bottom of the “B” pillar for **ALL** affected vehicles (pass or fail). Use the photos above as examples for the inspection point photos.

IMPORTANT: A COMPLETED QMR MUST BE SUBMITTED IMMEDIATELY WITH THE TWO (2) PHOTOS ATTACHED AND REVIEWED BY THE SOA CLAIMS TEAM BEFORE ANY VEHICLE CAN BE RELEASED FOR SALE.

- If an **A Jig** part is identified, the vehicle is **OK**. Enter a completed QMR immediately using fail code **IZB85** and attach the corresponding photos of the part and VIN plate. **IMPORTANT:** Include information in the QMR for the point of contact person a SOA Claims Team member should speak with to review further instructions.
- If a **B Jig**, part is identified, the vehicle is **NG** and cannot be released for sale. Submit a completed QMR immediately using Fail Code **IYB00** and attach the corresponding photos clearly showing the part and the VIN plate. CONTACT YOUR SOA FIELD SERVICE ENGINEER (FSE) TO ARRANGE THE REQUIRED **PART B** INSPECTION. Tag and **HOLD** the vehicle. **IMPORTANT:** Include information in the QMR for the point of contact person a SOA representative should speak with to coordinate the inspection.

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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

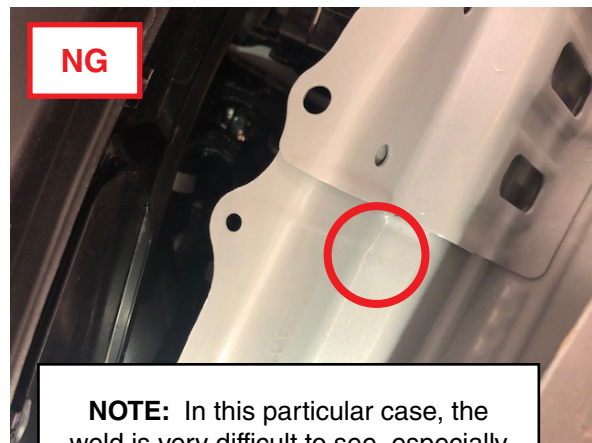
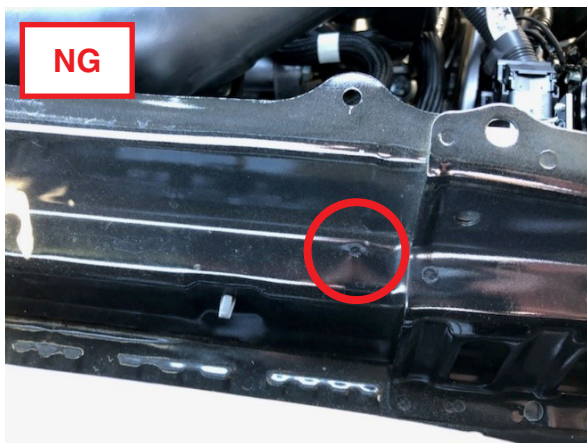
REMINDER: A completed QMR must be received and reviewed by the SOA Claims Team **BEFORE** a claim can be submitted for this inspection. This bulletin will be revised with additional details as they become available.

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.

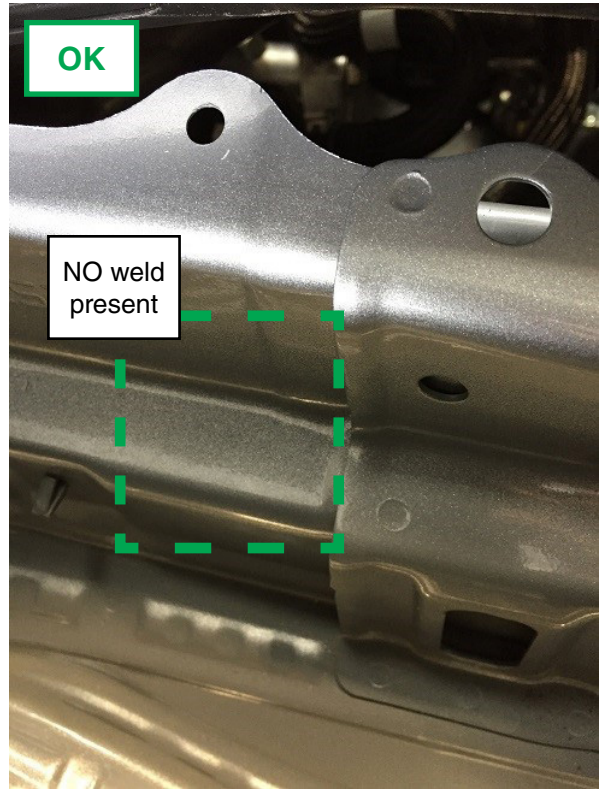
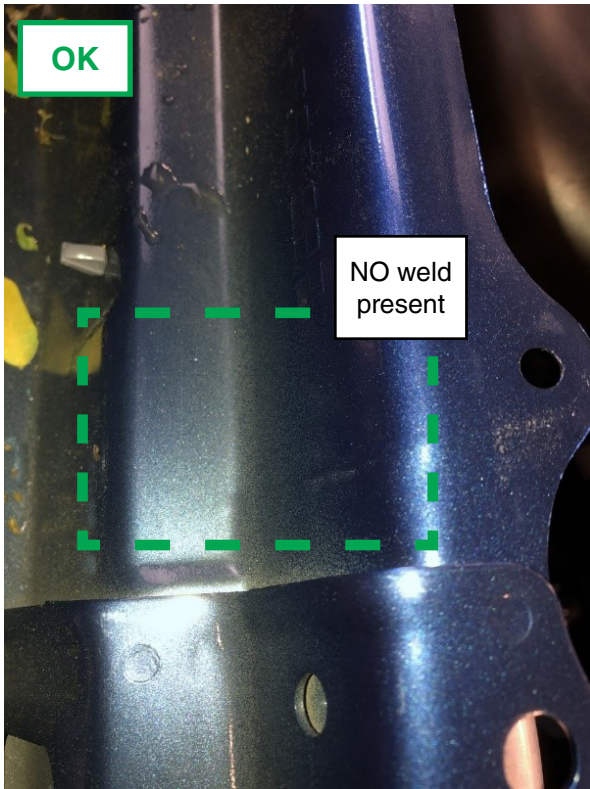
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APPENDIX A: Examples of NG (“B” Jig) and OK (“A” Jig) Duct Panel Weld Inspections



NOTE: In this particular case, the weld is very difficult to see, especially in the supplied photo. Keep in mind, the vehicle's color can make the weld difficult to identify and photograph for making the OK / NG determination.

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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 WUH-93
NHTSA Recall ID 19V-493
July 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 2019 model year Legacy and Outback vehicles.

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

REASON FOR THIS SAFETY RECALL

Certain spot welds, located on the duct below the cowl panel, may not have been properly applied during production. If the spot welds were improperly applied, the strength of the vehicle's body may be reduced, potentially increasing the risk of injury in the event of a crash.

WHAT SUBARU WILL DO

An authorized Subaru retailer (dealer) of your choice will arrange to have your vehicle inspected by a Subaru manufacturer's representative. If the Subaru manufacturer's representative determines that the spot welds were not properly applied during production, Subaru will replace your vehicle with a comparable new one at no cost to you. Subaru will also be responsible for paying any taxes, registration, or any other fees that may result from this vehicle exchange.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer to arrange an appointment with a Subaru manufacturer's representative to inspect your vehicle, at no cost to you.

HOW LONG WILL THE INSPECTION TAKE?

The time required for this inspection is less than one hour. To minimize your inconvenience, your retailer will provide you a loaner or rental vehicle at no cost to you until that inspection can be performed. If it is determined that this defective condition exists in your vehicle, you will be provided with a free loaner or rental vehicle until the vehicle exchange transaction is complete.

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 "Quick Links" menu.

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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 "Customer Support"
- By telephone: 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 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