

- 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 Ascent **NUMBER:** WUI-94R
SUBJECT: STOP SALE: Propeller Shaft **DATE:** 07/02/19
NHTSA: 19V519
REVISED: 07/22/19

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Ascent vehicles, due to a potential propeller shaft carrier mounting bolt tightening torque issue. A total of 166 U.S. vehicles will be affected by this recall. The repair will involve replacing the propeller shaft and related bolts in all potentially affected vehicles.

AFFECTED VEHICLES

Model Year	Carline	Production Date Range	Vehicle count
2019	Ascent	June 8, 2019 – June 11, 2019	166

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available. Affected VIN lists, based on selling retailer, will be provided prior to owner notification.

REASON FOR THIS RECALL

The mounting surfaces for the propeller shaft center support brace bolts may have been painted in error during the manufacturing process. If these mounting surfaces are painted, the bolts may not retain the specified torque. If both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

DESCRIPTION OF THE REMEDY

Subaru will replace the propeller shaft assembly in all potentially affected vehicles.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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OWNER NOTIFICATION

Subaru will notify all potentially affected vehicle owners by first class mail on or around July 26, 2019. Owners with a valid email address on file with Subaru will also be notified by email.

RETAILER RESPONSIBILITY

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$21,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

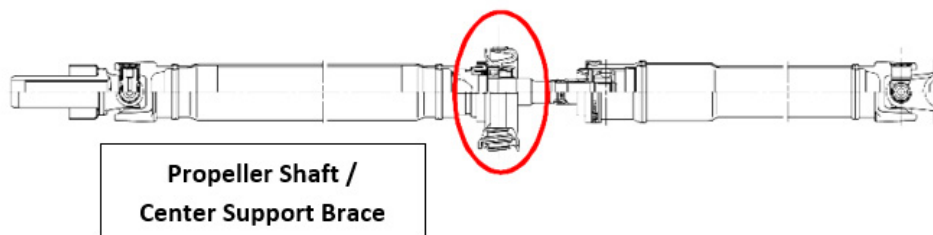
Any vehicles listed in any recall/campaign that are in retailer stock must be:

- 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

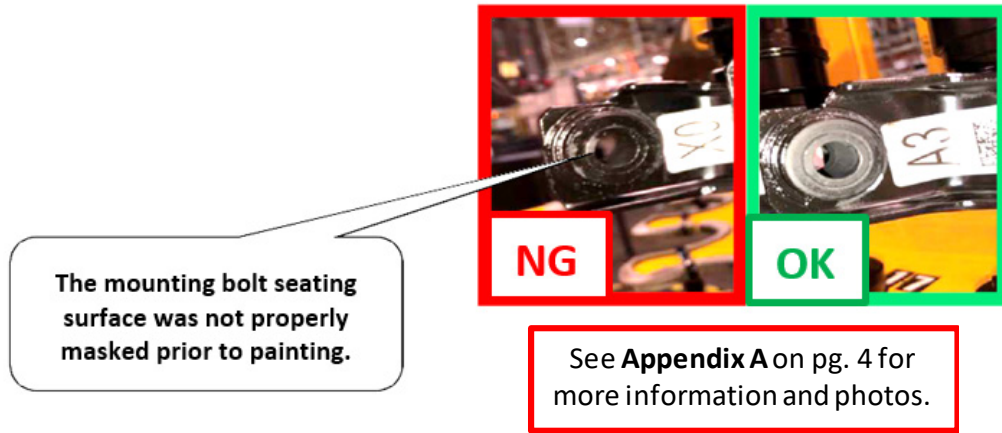
Retailers are to promptly follow the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been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

INTRODUCTION:

During manufacture of the propeller shaft assembly, the mounting surfaces for the two (2) center support brace bolts were inadvertently painted as shown in the **NG** example photo below. The mounting surface should be unpainted as shown in the **OK** photo. Because of this, the mounting bolt torque applied during propeller shaft installation may relax due to continued vibration. This service procedure involves replacing the propeller shaft assembly and the related hardware.



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PRODUCTION CHANGE INFORMATION:

Vehicles affected by this campaign were built between June 7th and June 11th, 2019.

PART INFORMATION:

Description	Part Number	Qty. Required	Note
PROPELLER SHAFT AY	27111XC00A or B	1	A & B parts are interchangeable
BOLT & WASHER ASSY**	901250043	2	Bolt for Propeller Shaft
GASKET**	44022AA123	1	Gasket (donut) for EPF - EPR
	44011AL000	1	Gasket for EPR - Muffler
SELF LOCK NUT M10**	902330011	4	Nut for EPR and Muffler

***Indicates one-time use parts which must be replaced.*

IMPORTANT NOTES:

- Retailers will need to order all the parts listed above for each affected vehicle.
- Part numbers **27111XC00A** and **B** (Propeller Shaft Ay) are currently on hold. Please contact the PICs with both the VIN and Sales Order Number to have the required propeller shaft released and shipped.

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for propeller shaft removal / replacement remain unchanged from those supplied in the current Service Manual. Always refer to the applicable Service Manual and review the full requirements of the repair being performed before proceeding. 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. In this case, all the gaskets and hardware listed in the Parts Information section above are **one-time use** items.

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VERY IMPORTANT: After removing the original propeller shaft, confirm there is no residual **BLACK** paint remaining from the center support brace on both mounting surfaces of the body. The mounting surfaces **must be clean** as shown below. Use a mild solvent on a clean shop cloth to clean the area if necessary. **NEVER** use an abrasive disc or otherwise remove the tan-colored protective underbody finish coat. Doing so will expose bare metal making it susceptible to corrosion / rust.



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 #	Labor Time	Fail Code	Claim Type
PROPELLER SHAFT REPLACEMENT	A198-551	0.5	WUI-94	RC

IMPORTANT REMINDERS:

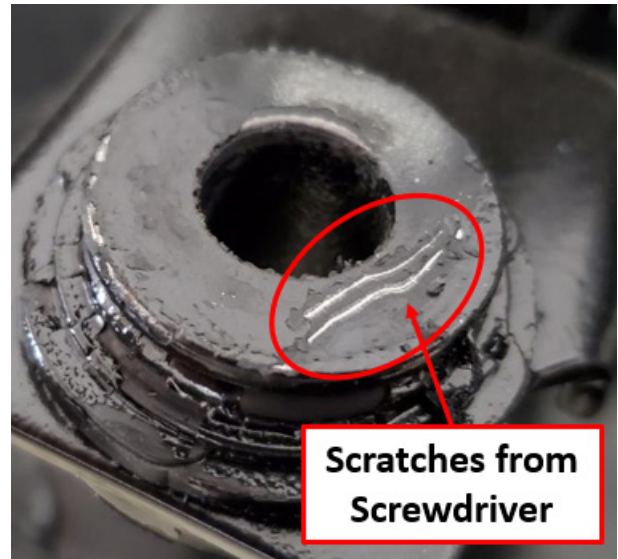
- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest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

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Appendix A

The following information is being provided in response to several inquiries from Retailers regarding conditions observed with the WUI-94 replacement propeller shaft assemblies. While these replacement parts have a coating on the bushing surfaces as shown in the photos below, it is not paint. The concern with the **NG** parts installed on affected vehicles is, paint was applied incorrectly over top of (in addition to) this coating. To help better clarify the appearance of OK and **NG** photos provided on pg. 2, the additional photos below are being supplied as reference. Keep in mind, the propeller shafts on the VINs affected by this campaign must be replaced regardless of their appearance in order to close the campaign.

- These **NG** examples show a heavy coating of paint covering the body side mounting surface and the surrounding bracket area. The finish is thick, layered and has a heavy “orange peel” look.



- These **OK** photos show the body side of replacement parts with a much lighter, uniform coating.



NOTE: The replacement propeller shafts for this procedure have all been confirmed to be **OK** for use. There is no need to inspect these parts for anything other than possible shipping damage and to insure the part is correct for the application.

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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 WUI-94
NHTSA Recall ID 19V-519
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 Ascent vehicles.

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

REASON FOR THIS SAFETY RECALL

The mounting surfaces for the propeller shaft center support brace bolts may have been painted in error during the supplier's manufacturing process. If these mounting surfaces are painted, the bolts may become loose. If both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will replace the propeller shaft assembly in your vehicle at no cost to you.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) for an appointment to have this safety recall repair performed, at no cost to you.

PRECAUTIONS TO TAKE UNTIL THIS REPAIR IS PERFORMED

If the condition occurs, abnormal noise or vibration may occur before the propeller shaft separates. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing this condition. Please pull over as safely as possible and contact your Subaru retailer for assistance.

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 time required to replace the propeller shaft is approximately 30 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.

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: 1-844-373-6614
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.