ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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

SUBARU

QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2020MY Legacy & Outback
NUMBER: WUL-97
SUBJECT: Brake Pedal Bracket Mounting Bolt Inspection
DATE: 09/11/19

INTRODUCTION:

This bulletin provides a procedure for inspection of two brake pedal assembly mounting bolts. If inspection results dictate, replacement of the brake pedal assembly will be required. Based on a significant number of inspections conducted to date, the number of vehicles requiring brake pedal assembly is anticipated to be EXTREMELY small.

PART INFORMATION:

Order Only When Needed- Rare Case

Description	Part Number
Pedal Assembly-Brake SIN	36012AN02A
Pedal Assembly-Brake SIS	36012AN03A
Additional Part Required for Repair	
Duct Foot DSIA	72127AN00A

SERVICE PROCEDURE / INFORMATION:

Inspection Tool Requirements:

- Inch-pound torque wrench
- 12” extension
- #40 Torx® bit

Additional Tools for Repair (when applicable):

- Inch-pound and foot pound torque wrenches
- 10mm socket and ratchet
- Plastic trim removal tools
- Philips screw driver
- 12mm deep socket
- 12mm open-end wrench

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

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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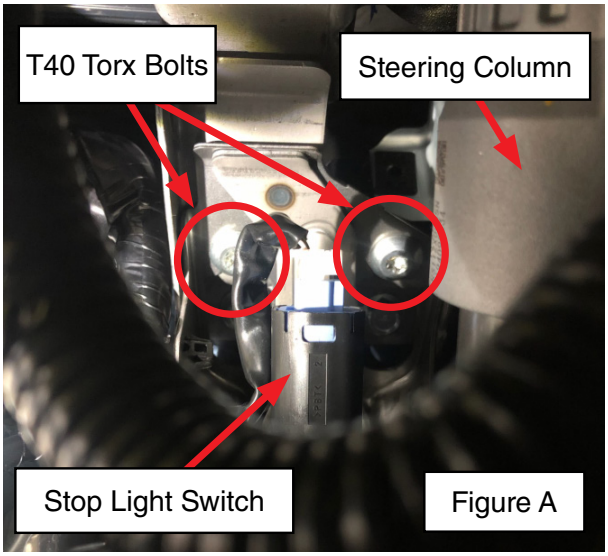
Initial Hardware and Bolt Torque Inspection:

- **CAREFULLY** disengage the 3 retaining clips by hand and remove the lower dash under-cover.

IMPORTANT NOTE: The picture (**Figure A**) below shows the mounting bolt area of the brake pedal assembly with the lower dash under-cover removed. When performing this initial inspection, **only** the bottom cover shown above needs to be removed.

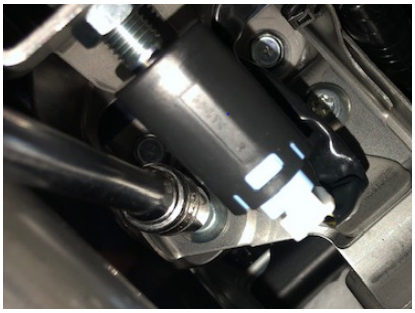


Inspection Procedure:

There are 2 bolts used to secure the front (closest to the driver) portion of the brake pedal assembly to the mounting bracket. The T-40 Torx bolts are secured with a 12 mm flanged hex nut.

- Assemble the torque wrench, necessary extension(s) and the T40 Torx bit. If the torque wrench is digital, Set it to 5 Nm (3.7 ft. lbs. or 15 inch-pounds).
- Confirm both T40 Torx bolts are present as shown in **Figure A** above.
- Check the bolt torque while paying close attention for any movement (using a clockwise/ tightening motion) of the bolt prior to the specified value being reached. **NOTE:** The plastic foot ventilation duct can be easily moved backward enough to gain sufficient access to check the bolt torque

IMPORTANT NOTE: Use caution to not move the duct any more than necessary. If it becomes loose, it must be replaced as it is a **one-time use** part.



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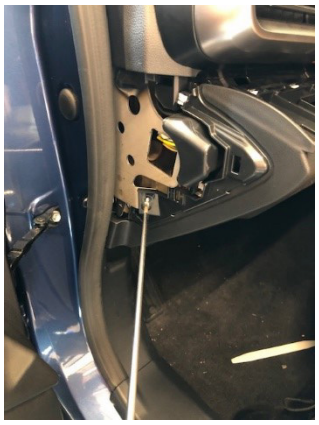
Inspection / Test Results:

- If **BOTH** bolts are present and hold the torque **WITHOUT TURNING** when checking, the vehicle is **OK**. Reinstall the lower dash under cover panel and proceed to the Claim Reimbursement and Entry Procedures section.
- If **EITHER** of the bolts are missing **OR** turn **AT ALL** when checking the torque, this is a **NG** test result and will be **EXTREMELY RARE**. Proceed with replacing the brake pedal assembly following the procedure in the applicable Service Manual.

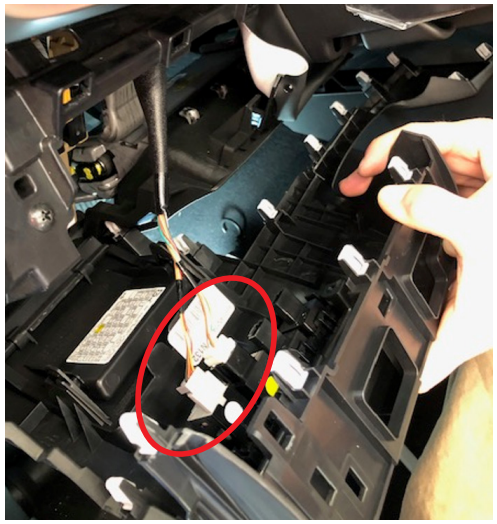
IMPORTANT: The photos and helpful hints supplied below are to supplement the Service Manual procedures and help Technicians improve their efficiency when replacing the brake pedal assembly is required. Again, this will be an **EXTREMELY RARE** occurrence.

- After noting the customer's audio system presets and favorites, disconnect the negative (-) ground cable from the battery sensor and wait at least 60 seconds before proceeding.
- **CAREFULLY** remove the instrument panel (IP) end cover and upper trim using a plastic trim tool. Remove the two (2) Phillips screws securing the lower trim.






- **CAREFULLY** unsnap the trim, disconnect the switch harness connectors and set the panel aside.



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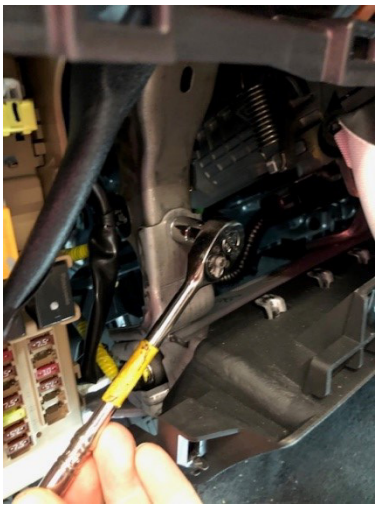
- **CAREFULLY** release the fabric lower column cover trim from the top edge of the knee airbag module. There are 2 retaining clips (one on each end) and 2 alignment tabs in the middle.

- Remove the 2- 10mm hex nuts securing the knee airbag module and set it aside on end as shown. **NOTE:** There is no need to disconnect the airbag harness connector from the module.



- **IMPORTANT:** When brake pedal assembly replacement is determined to be necessary, the plastic foot duct (p.n. 72127AN00A) must be removed for access and replaced as it is a **one-time use** part. Once removed, the duct's retaining clips will lose some of their strength and not properly secure the duct if reinstalled.
- Adjust the steering column tilt to a neutral position (between full high and full low) and fully extend the telescoping feature. Be sure to lock the tilt / telescope lever before proceeding.
- Proceed with removing the steering column assembly to gain access to the brake pedal assembly mounting hardware. The brake pedal assembly is secured with 2- 12mm Hex (vertical) bolts holding it to the dash bar and 4- 12mm hex nuts surrounding where the master cylinder operating rod passes through the toe board.

HELPFUL TIPS:

1. When **CAREFULLY** removing the upper and lower column trim covers, push the 2 blue retaining clips for the fabric trim out from inside the upper cover to release them instead of using a trim stick to pry them loose. Leave the trim attached to the combination meter.

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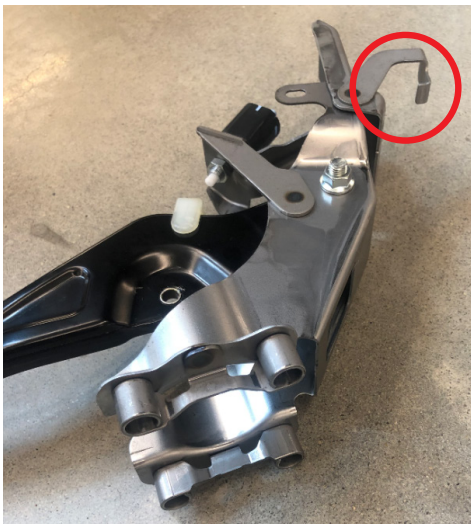
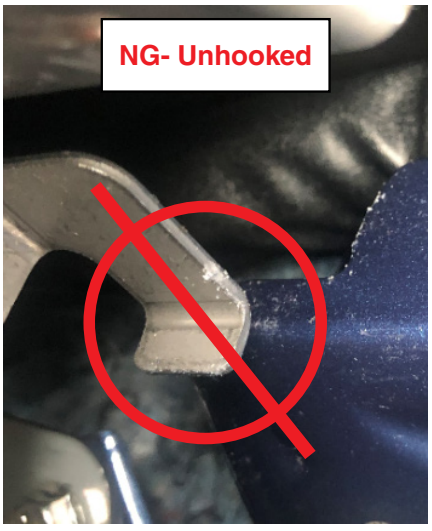
2. Before removing the top bolt from the universal joint shaft, use the seat belt to hold the steering wheel in position and keep it from turning.

3. Put reference marks on both the column bracket and corresponding mounting surface as well as between the upper universal joint on the steering shaft and column shaft splines. When these marks align at reinstallation, the steering column shaft will be in the proper position and should also be fully seated back into the steering shaft shaft universal joint.

4. Use a piece of wide Painter's Tape or equivalent (tape which will not leave any residue) to keep the steering wheel from turning (and the roll connector in proper position) while the column assembly is removed.

5. When installing the new brake pedal assembly, there is a tab portion which must be "hooked" onto a body-colored bracket to help hold it in place during assembly. The photo sequence below shows the tab portion and **OK** and **NG** photos for comparison to help confirm proper installation.





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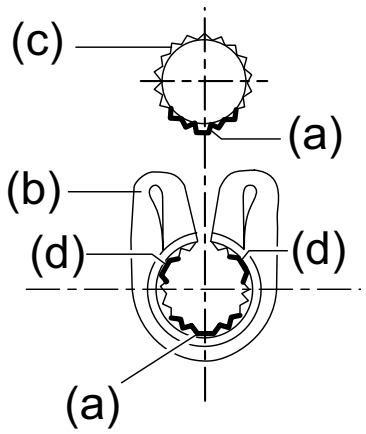
6. It is STRONGLY recommended to use a helper when reinstalling the steering column to assist with alignment of the column shaft splines into the upper universal joint of the steering shaft.

ADDITIONAL CAUTIONS / TIPS:



- Torque for 12mm hex nuts and bolts for brake pedal assembly installation 18 Nm (13.3 ft. lbs.)
- Torque for 10mm hex nuts for knee airbag 7.5 Nm (5.5 ft. lbs.)
- Always align the protrusion (**a**) of the column shaft (**c**) with the corresponding cutout (**a**) of the universal joint spline. If another cutout (**d**) is used for alignment, the bolt of the universal joint assembly steering cannot be assembled.
- Ensure there is a MINIMUM of 15 mm clearance between the universal joint and any surrounding pipes, hoses, harnesses or other potential points of contact.
- When tightening the mounting bolt on the steering shaft upper universal joint, torque it to 24 Nm (17.7 ft. lbs.).
- Always place the tilt lever in the lock position after adjusting the steering column.
- When complete, reassemble the remainder of the under-dash components in reverse order of disassembly.
- Reconnect the negative (-) battery cable and torque the retaining nut to 7.5 Nm (5.5 ft. lbs.).
- Reset the customer's audio system presets and favorites.
- Proceed to the Claim Reimbursement and Entry Procedures section 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
INSPECTION	A154-318	WUL-97	0.2hrs
INSPECTION AND PEDAL ASSEMBLY REPLACEMENT	A154-311		1.2hrs

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.