

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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

© 2021 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2021MY Outback 2.5L
 2021MY Impreza
SUBJECT: CVT Select Lever Cable Nut- Low Torque

NUMBER: WRA-21R
DATE: 01/21/21
REVISED: 02/01/21
NHTSA ID: 21V-024

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling certain 2021 model year Outback and Impreza vehicles in which the CVT select lever cable nut may have been under-torqued during vehicle assembly.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

If the CVT select lever cable nut was not properly torqued and loses retention, the gear select may not function properly. If the gear select does not function properly, there is an increased risk of a crash.

AFFECTED VEHICLES:

The number of U.S. vehicles affected by this recall is 383.

Not all vehicles listed below are included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available today.

Model Year	Carline	Quantity	Production Date Range
2021	Outback	314	12/11/2020 – 12/18/2020
2021	Impreza	69	12/11/2020 – 12/18/2020

DESCRIPTION OF THE REPAIR:

Subaru retailers will check the torque of the CVT select lever cable nut, and if necessary, apply the proper torque at no charge to the customer.

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 Bulletin

<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>
--	--

Continued...

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

Please be sure to download a copy of your complete inventory report from the Vehicle Inventory Dashboard available on subarunet.com to identify any vehicles with open recalls that may be in your retail, CPO, and SSLP inventory.

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.

OWNER NOTIFICATION:

Owner notification letters will be mailed in February 2021. Retailers will be notified when owner notification begins.

SERVICE PROCEDURE:

This Service Procedure involves confirmation of the tightening torque applied to the select cable adjusting nut. The nut in question is located on the end of the select lever cable on the underside of the vehicle. To access the adjusting nuts, the center exhaust cover will need to be removed.

- On **IMPREZA** models, the rear exhaust pipe and muffler need to be removed for exhaust cover removal.
- On **OUTBACK** models, the exhaust cover can be lowered and carefully slid toward the rear of the vehicle enough to gain access to the adjusting nuts.

IMPORTANT PRECAUTIONS:

- Always be careful when working with hot exhaust components to avoid burns.
- The exhaust cover has sharp edges which may cause cuts / abrasions.

PARTS INFORMATION:

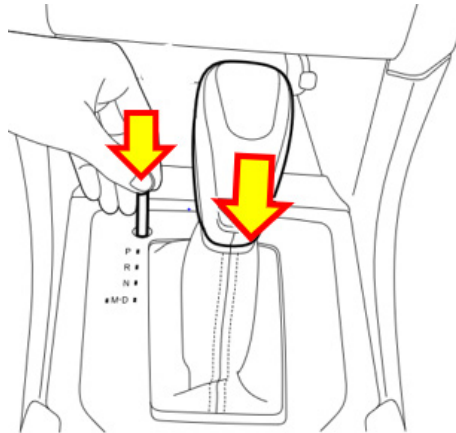
Carline	Description	Part Number	Qty. Required
Impreza	GASKET-EXHAUST PIPE REAR	44022AA123	1
	GASKET A	44011FL00A	1
	SELF-LOCKING NUT	902330011	2

*In the VERY RARE case where the nut is missing, the part number is **33058GA010**.

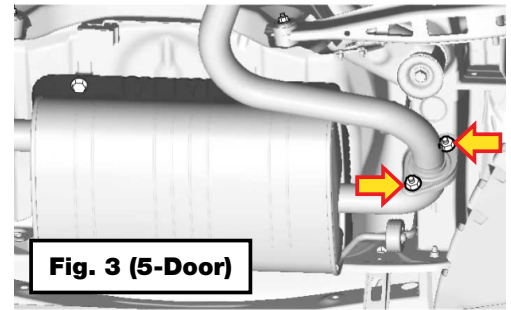
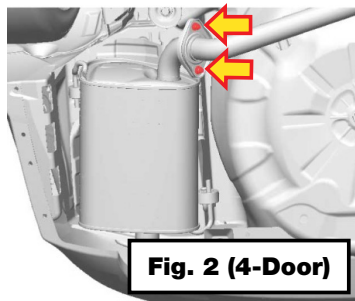
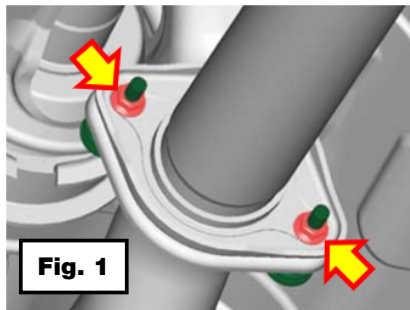
Continued...

IMPREZA SERVICE PROCEDURE:

Step 1: Using a small screwdriver, **CAREFULLY** press down to release the shift lock and move the select lever into the **NEUTRAL** position.



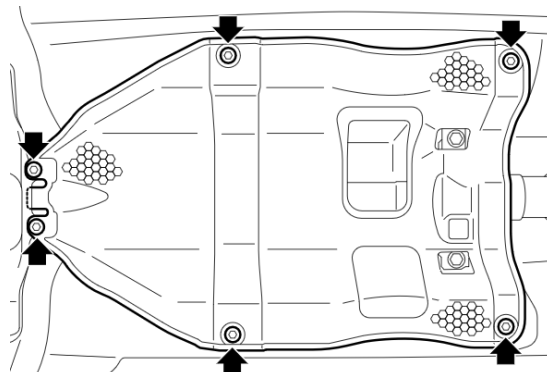
Step 2: Raise the vehicle, separate the front and rear exhaust pipe at the spring bolt joint, as shown in **Fig. 1** below. Separate the muffler from the rear exhaust pipe as shown in **Figs. 2 & 3** and remove the rear exhaust pipe following the procedure in the applicable Service Manual.



NOTES:

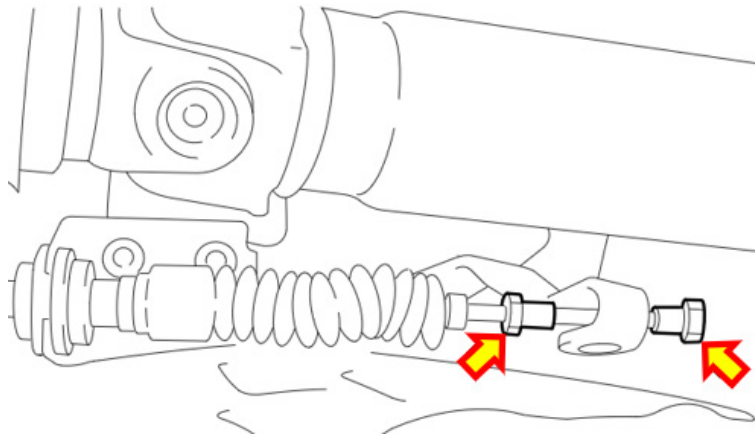
- The 2 muffler retaining nuts and both exhaust pipe gaskets are **1-time** use items and **MUST** be replaced during reassembly.
- Use **CAUTION** to not allow the muffler to contact the bumper cover when separating the exhaust.
- **TIP:** Use a spray lubricant on the rubber exhaust hangars to make removing them from the exhaust components easier.

Step 3: **CAREFULLY** loosen and remove the retaining hardware and the center exhaust cover to gain access to the select cable adjustment.

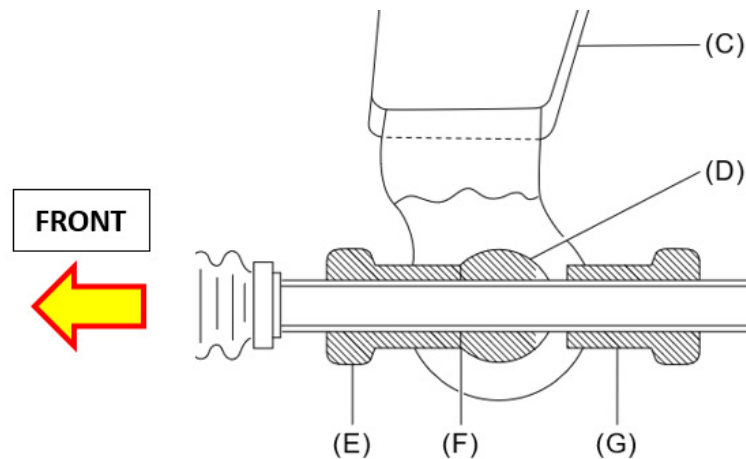


Continued...

Step 4: With the center exhaust cover removed, locate the select cable adjusting nuts as shown below.



Step 5: Using the illustration below as a guide, confirm the select cable adjustment and proper torque of adjustment nut (G):



5a) Loosen the rear adjusting nut (G) while holding the front adjusting nut (E) with a wrench.

5b) With (G) loosened, turn the front adjusting nut (E) until it lightly touches the contact point (F) on the connector pin (D).

5c) Tighten the rear adjusting nut (G) against the connector pin (D).

5d) While holding the front adjusting nut (E) with a wrench, torque the rear adjusting nut to **7.5 Nm (5.5 ft. lbs. / 66 inch-lbs.)**.

Step 6: IMPORTANT: After adjustment is complete, confirm the select lever operates normally in all ranges.

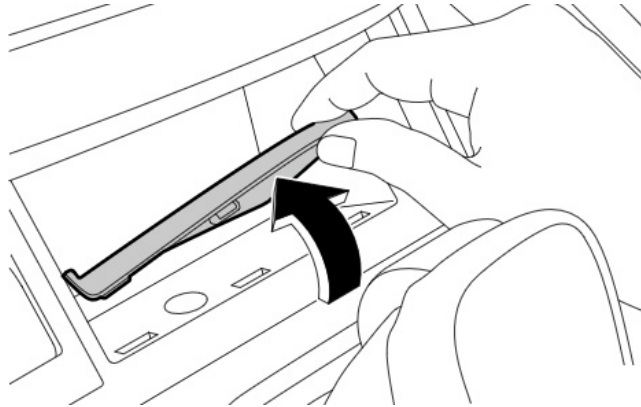
Step 7: Reassemble removed components in reverse order. The torque specs for both the exhaust cover nuts and the front to rear exhaust pipe spring bolt connection nuts are: **18 Nm (13.3 ft. lbs.)**. The rear muffler flange retaining nut torque is **48 Nm (35.4 ft. lbs.)**.

REMINDER: ALWAYS use new exhaust gaskets and two (2) new self-locking nuts on the muffler flange joint.

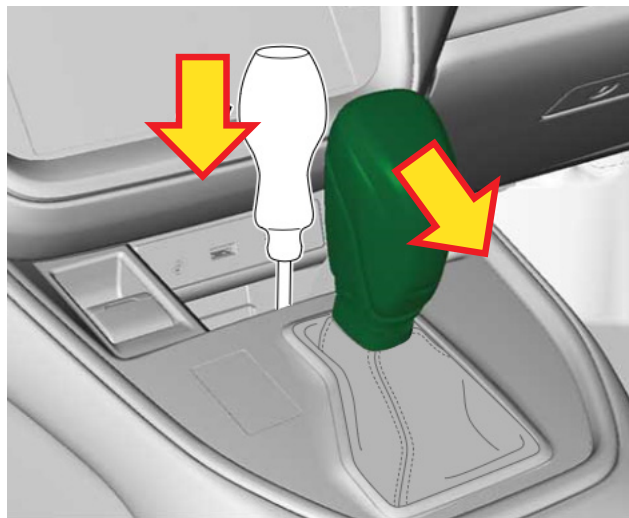
Continued...

OUTBACK SERVICE PROCEDURE:

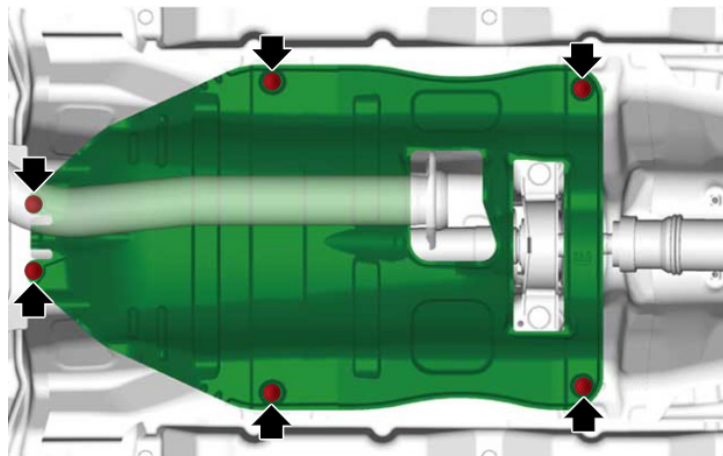
Step 1: CAREFULLY remove the rubber mat from the center tray ahead of the selector.



Step 2: Using a small screwdriver, CAREFULLY press down to release the shift lock and move the select lever into the NEUTRAL position.

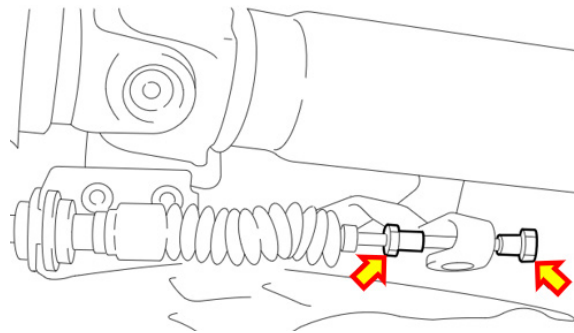


Step 3: Raise the vehicle and CAREFULLY loosen and remove the retaining hardware and the center exhaust cover to gain access to the select cable adjustment. **REMINDER:** The exhaust does not need to be removed on OUTBACK models.

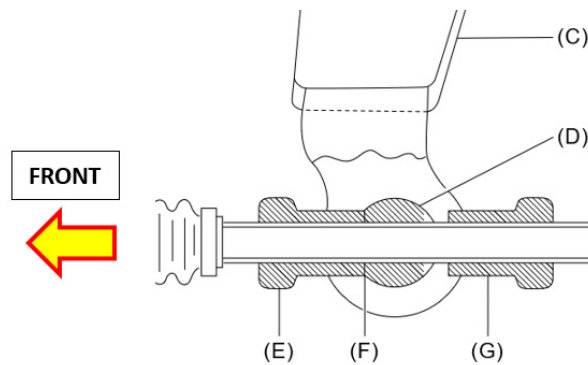


Continued...

Step 4: With the center exhaust cover removed, locate the select cable adjusting nuts as shown below.



Step 5: Using the illustration below as a guide, confirm the select cable adjustment and proper torque of adjustment nut (G):



5a) Loosen the rear adjusting nut (G) while holding the front adjusting nut (E) with a wrench.

5b) With (G) loosened, turn the front adjusting nut (E) until it lightly touches the contact point (F) on the connector pin (D).

5c) Tighten the rear adjusting nut (G) against the connector pin (D).

5d) While holding the front adjusting nut (E) with a wrench, torque the rear adjusting nut to **7.5 Nm (5.5 ft. lbs. / 66 inch-lbs.)**.

Step 6: IMPORTANT: After adjustment is complete, confirm the select lever operates normally in all ranges.

Step 7: Reassemble removed components in reverse order. The torque specs for both the exhaust cover nuts is **18 Nm (13.3 ft. lbs.)**.

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
WRA-21 Select Cable Adjustment Nut- IMPREZA	A133-828	0.5	WRA-21
WRA-21 Select Cable Adjustment Nut- OUTBACK		0.3	

Continued...

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign 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**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1

SUBARU
Campaign Code
WRA-21
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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...



**URGENT
IMPORTANT SAFETY RECALL**

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

**Subaru Safety Recall WRA-21
NHTSA ID 21V-024
February 2021**

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 2021 model year Outback and 2021 model year Impreza vehicles.

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

REASON FOR THIS RECALL

The transmission gear select lever cable nut may have been under-torqued during vehicle assembly. If this nut loses retention, the gear select may not function properly. If the gear select does not function properly, there is an increased risk of a crash.

WHAT SUBARU WILL DO

Subaru will check the torque of the transmission gear select lever cable nut, and if necessary, apply the proper torque at no cost to you.

What You Should Do

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The actual time for this repair is approximately 30 minutes. However, 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. For your convenience, your retailer may provide you with a loaner or rental vehicle, at no cost to you.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this coverage, 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.

Continued...

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 Advocacy Department, Attention: WRA-21 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 Advocacy 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.

A subsidiary of SUBARU CORPORATION