

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: 2019 MY Forester
2018-2019 MY Crosstrek
2019MY Crosstrek Hybrid

NUMBER: WRD-21R

DATE: 04/16/21

NHTSA ID: 21V-263

SUBJECT: Rear Stabilizer Bracket Bolts

REVISED: 04/23/21

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Forester and 2018-2019 model year Crosstrek vehicles to inspect and, if necessary, correct the condition of the rear stabilizer bracket bolts.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

Subaru has determined that over time, due to initial variation in rear stabilizer bracket dimensions, the rear stabilizer bar bracket bolt(s) may loosen. If the rear stabilizer bracket bolt(s) detach, there is an increased risk of a crash.

AFFECTED VEHICLES:

The number of U.S. vehicles affected by this recall is 408,271.

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

Model Year:	Carline:	Production Date Range:
2019	Forester	7/4/2018 - 6/3/2019
2018-2019	Crosstrek	5/9/2017 – 5/29/2019
2019	Crosstrek Hybrid	9/11/2018 – 5/7/2019

DESCRIPTION OF THE REMEDY:

For all potentially affected vehicles, retailers will inspect the condition of the bolts and retorque to specification, if necessary, at no cost to the customer. If a bolt is missing, the retailer will install a new bolt at no cost to the customer.

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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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 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.

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. Affected vehicles will show an Open Recall column indicator (Y).

OWNER NOTIFICATION:

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when the notification is scheduled.

SERVICE PROCEDURE / INFORMATION:

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

INTRODUCTION:

The rear stabilizer bracket mounting bolts may be loose or in a **VERY RARE** case, fall out on certain vehicles. (The estimated missing bolt rate is about 0.01%.) Inspect the condition of the four (4) mounting bolts and re-tighten them to the proper torque following tightening sequence outlined in the procedure below. If any of the bolts are missing, replace with new bolts, torque to specification following tightening sequence and inspect the area around the bracket closely for any resulting damage.

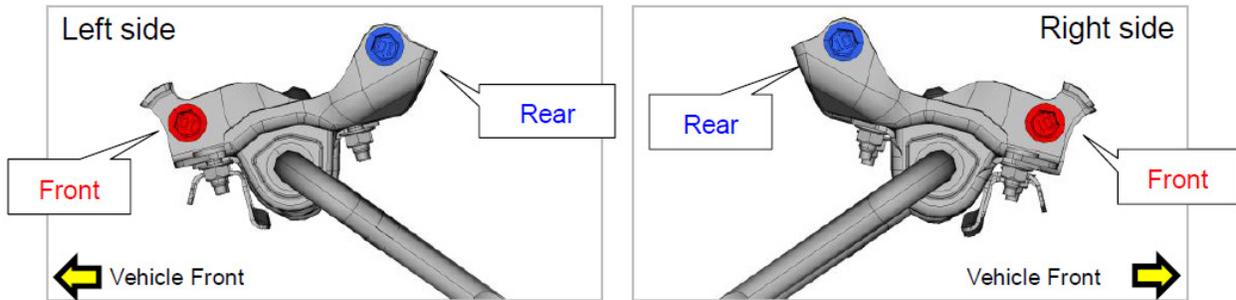
NOTES:

- If the mounting bolts are loose or missing, or if the threads are damaged, repair using the proper thread chaser if needed then proceed to **STEP 3** below. **TIP:** If the bolt can be threaded in and tightened by hand without using any tool, the threads are OK.
- **VERY IMPORTANT:** Whenever installing a new bolt, or if a loose bolt is identified in **STEP 2c** below, always clean all the tightening surfaces (**between the bolt flange and the bracket and between the bracket and the mating surface where the bracket mounts to the body**) before installation to ensure the proper bolt torque is achieved.

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STEP 1 – Lift the vehicle and remove the rear wheels.

STEP 2 – Check the condition of the bolts on the left and right rear stabilizer brackets (4 bolts, 2 per side) as outlined below:



a) If any of the bolts are missing (VERY RARE) and no damage is found on any surrounding parts:

1. Clean up the tightening surfaces as described above.
2. Prepare the new bolt(s) (p.n. **010108200**).
3. Proceed to **STEP 3**.

b) If any of the bolts are missing (VERY RARE) and damage is found on the surrounding parts:

1. Inspect the following for damage from contact by the stabilizer bracket: brake pipe, rear axle shaft, stabilizer link, stabilizer bar bracket and rear subframe.
2. Replace any damaged parts following the procedures in the applicable Service Manual.
3. Clean the tightening surfaces as described above.
4. Prepare the new bolt(s) (p.n. **010108200**).
5. Proceed to **STEP 3**.

c) If NONE of the bolts are missing:

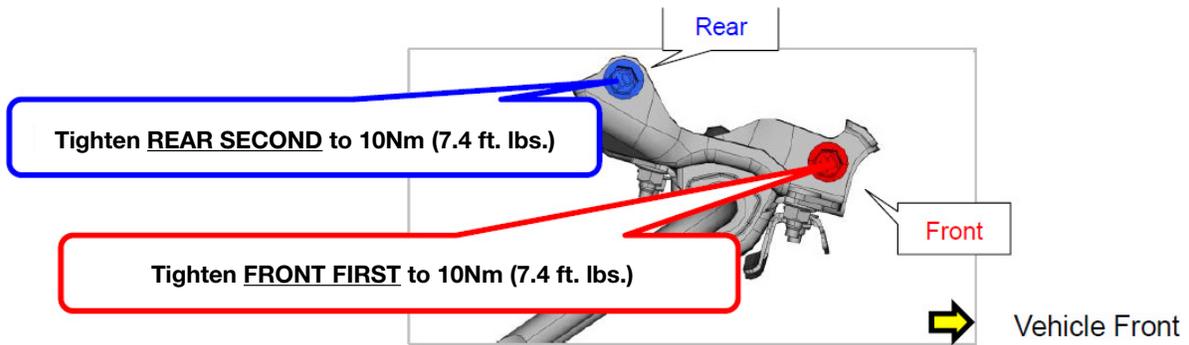
1. Using a marker or scribe mark the bolt location and then tighten all 4 bolts to the initial torque of **10 Nm (7.4 ft-lbs.)**.

1a) IMPORTANT: If any of the bolts turn before the initial torque is reached, it is considered loose. In this case, remove any loose bolt(s) and clean the tightening surfaces to eliminate any foreign material as described in the **NOTES:** section above, install and hand tighten the bolt(s) and proceed to **STEP 3**.

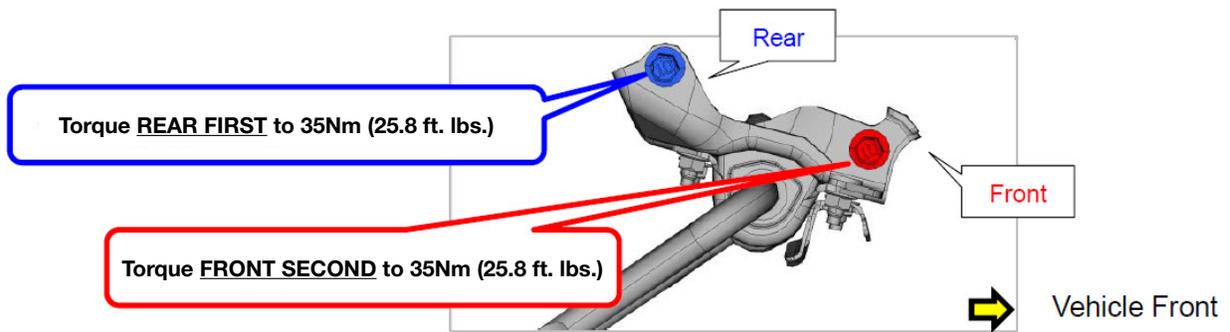
1b) If all four bolts reach the initial torque without moving (turning), proceed to **STEP 4**.

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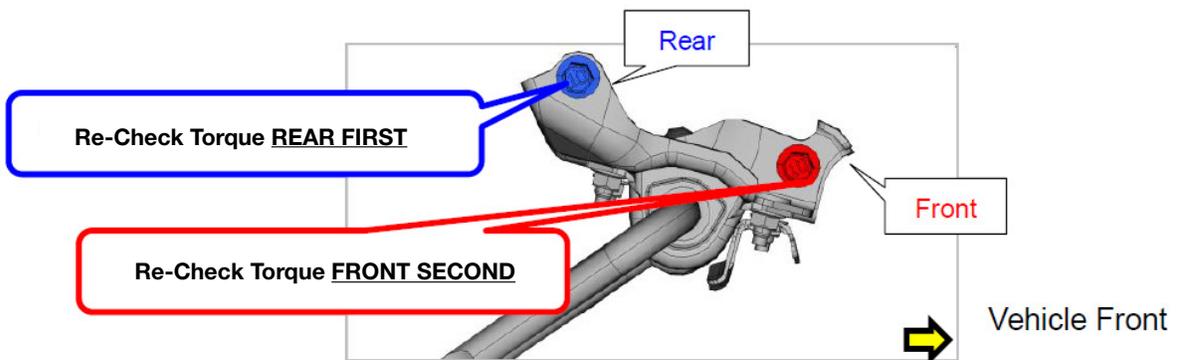
STEP 3 – Temporarily torque the FRONT bolts first then the REAR bolts to **10 Nm (7.4 ft-lbs.)**.



STEP 4- Fully torque the REAR bolts first then the FRONT bolts to **35 Nm (25.8 ft-lbs.)**. **NOTE:** This sequence is the **OPPOSITE** of **STEP 3**.



STEP 5 – Re-check the torque of the bolts in the same order as in **STEP 4 (35 Nm (25.8 ft-lbs.)**).

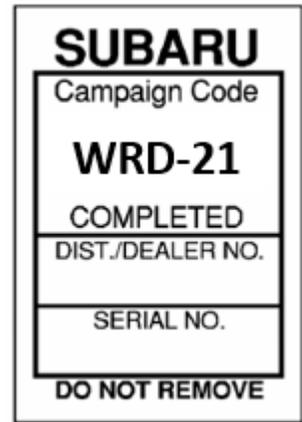


STEP 6 – Lower the vehicle, reinstall the rear wheels and torque the lug nuts to **120Nm (88.5 ft-lbs.)** to complete the procedure.

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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

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
WRD-21 REAR STABILIZER BRACKET BOLT TORQUE INSPECTION ONLY - NO BOLTS MISSING	A112-608	0.3	WRD-21	RC
WRD-21 REAR STABILIZER BRACKET BOLT TORQUE INSPECTION- REPLACE ANY MISSING BOLTS	A112-603	0.4		

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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