

- 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: 2004-2005 Impreza (including WRX)

NUMBER: WRF-23

SUBJECT: Improper Air Bag Inflator Installation

DATE: 02/27/23

NHTSA ID: 23V-076

INTRODUCTION

Subaru of America, Inc. (Subaru) is initiating this safety recall for certain 2004-2005 model year Impreza (including WRX) vehicles in which the replacement frontal passenger-side air bag inflator may have been incorrectly installed.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The vehicles included in this safety recall had a previous mobile air bag recall repair performed by a third-party contractor on behalf of Subaru. The replacement air bag inflator may have been incorrectly installed during that repair.

An incorrectly installed air bag inflator may not properly inflate the passenger-side airbag, which could increase the risk of an injury during a crash.

REMEDY

For all potentially affected vehicles, Subaru will inspect the passenger-side inflator installation and, if necessary, install a new inflator kit at no cost to the customer.

AFFECTED VEHICLES

A total of 130 vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2004-2005	Impreza (including WRX)	January 14, 2003 – March 19, 2005

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.

<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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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). 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.

OWNER NOTIFICATION

Subaru is in the process of obtaining current owner registration data and will notify affected vehicle owners by first class mail within 60 days. Retailer will be advised when notification begins.

As a reminder, if a customer requests a loaner car, retailers should make every effort to comply with that request and follow normal warranty procedures to obtain reimbursement for the loaner car. See Section 8.4.7 (Alternate Transportation Program) of the Claims Policies and Procedures Manual on subarunet.com under 'Claims & Warranty Administration' for details.

PART INFORMATION

Inflator Kit Part Number	Order Quantity
98279FE070	1

VERY IMPORTANT: Failure to follow these service procedures carefully and correctly may result in an accidental deployment of the inflator and potentially cause serious injury. Please read through and understand these procedures COMPLETELY before beginning repairs. In addition, proper operation of the airbag after reassembly may be compromised if these service procedures are not followed.

TOOLS REQUIRED

DESCRIPTION	BRAND OR TYPE	QUANTITY
Pliers	-	1
Wire Cutters	-	1
Needle-Nose Pliers	-	1
Torque Wrench	Inch-Pound	1
Safety Goggles	-	1
Flat-Blade Screwdriver	-	1
Scissors	-	1
Ratchet	1/4" Drive	1
8 mm and 10 mm Socket		1 each
Airbag Deployment Fixture	J-39401-B	1

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INSPECTION PROCEDURE

The repair procedures for this recall include a required inspection prior to replacement, to confirm whether the (98279FE070) inflator is correctly installed.

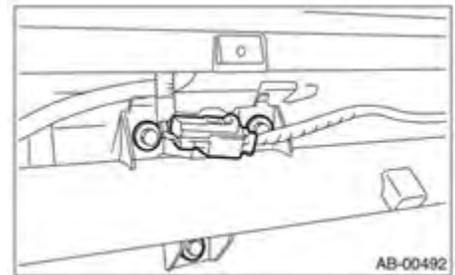
CAUTION: Refer to the “CAUTION” section in the General Description portion of Airbag System AB in the Body Section of the Service Manual before handling or servicing the airbag module!

STEP 1: PREPARATION:

- Turn the ignition “OFF”.
- Disconnect the Negative (ground) cable from the battery and wait **at least 60 seconds** before proceeding further.
- Remove the glove box assembly following the procedure in the applicable Service Manual.

IMPORTANT: Whenever beginning to remove (or install) the airbag assembly, and periodically while performing the procedure or after stepping away, remove any possible static charge from your body by momentarily touching a clean, bare metal ground point on the vehicle (e.g. the door striker). Remove from your person all electronic devices including cellphones before proceeding.

- Disconnect the airbag module harness connector from the support beam bracket.
- Remove the 3 retaining bolts and **CAREFULLY** remove the airbag module from the vehicle and place it on a clean cloth to protect the dash trim surface portion from damage.



NOTE: There may be a Security Module secured with the lower airbag module mounting bolt on some models.

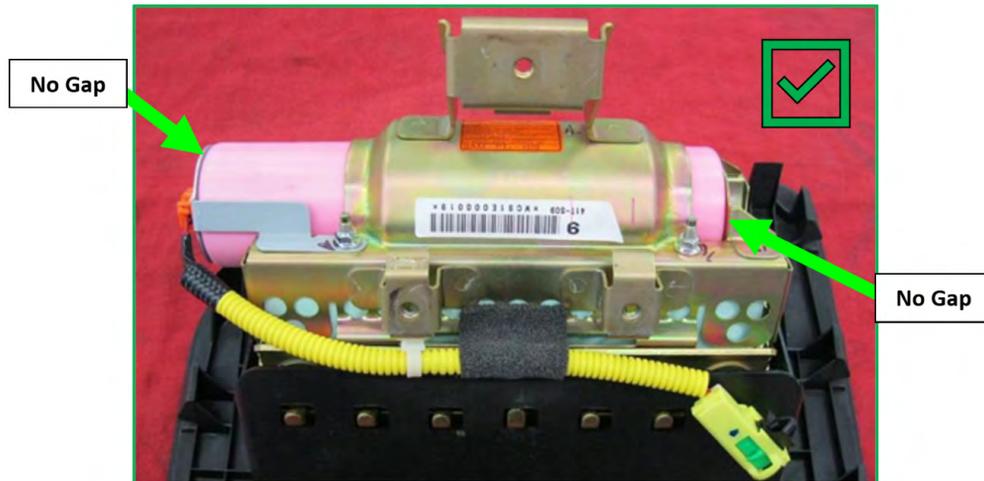
STEP 2: Visually inspect the airbag inflator positioning.

INCORRECT: When incorrectly installed (backwards) the inflator cylinder (silver colored) metal is exposed, and a gap can be seen between the inflator and the end bracket. Further action will be required. Follow this service procedure. If inspection confirms the inflator is installed incorrectly (backwards), photograph the incorrectly installed inflator in the bracket and attach photo to the claim, then proceed to the “INFLATOR REPLACEMENT” section of this campaign.



Continued...

CORRECT: When correctly installed, no inflator cylinder metal is exposed and there are no gaps between the inflator and the end brackets on both sides. If inspection confirms the affected vehicle has the inflator installed correctly in the bracket, do not remove inflator from the bracket. Photograph the inflator in the bracket and attach photo to the claim. Reinstall the airbag assembly as per the applicable Service Manual.



INFLATOR REPLACEMENT PROCEDURE

IMPORTANT: DO NOT destroy or damage the kit box as it MUST be used for the removed inflator's return shipping.

- Open the Kit Box and confirm all the necessary components are included:
 - 4 Self-Locking nuts
 - New **Type 2** Inflator (pink collars on each end identify it as the replacement part)
 - New Inflator Harness
 - New Stopper Plate
 - Electro-Tap (red shorting crimp connector)
 - 1 ½" X 2 ¼" piece of self-adhesive Sponge Tape
 - Shipping Documentation and Instructions



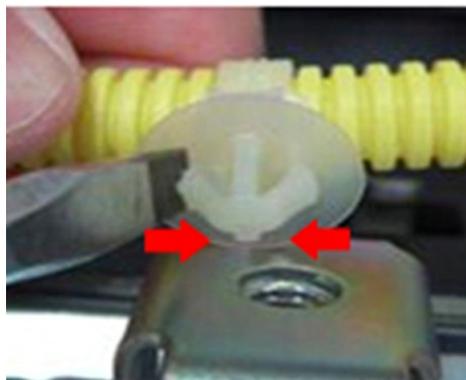
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IMPORTANT: The removed airbag module must be mounted to the Airbag Deployment Fixture (part number J-39401-B) as shown in the photo below to better secure it during the inflator and wiring harness component replacement procedures. Always perform this work in an area away from others to reduce chances of inadvertent injury should any deployment occur. Take your surroundings into account to avoid possible hazards should inadvertent deployment occur or sources of static or other electricity that could potentially induce such a deployment.

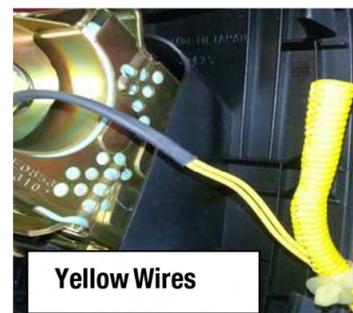
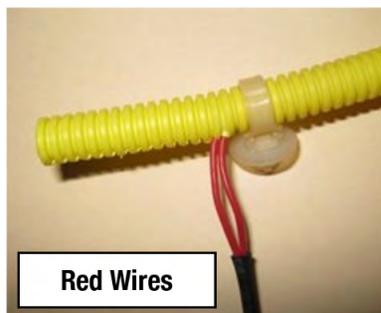


STEP 1- Peel the Sponge Tape and remove the harness clip from the retainer bracket by pushing the tangs inward with a flat-blade screwdriver as shown below. Always remove any Sponge Tape adhesive residue from the airbag mounting bracket using mild solvent on a clean shop cloth.

CAUTION: Never use any silicone-based products for this purpose.

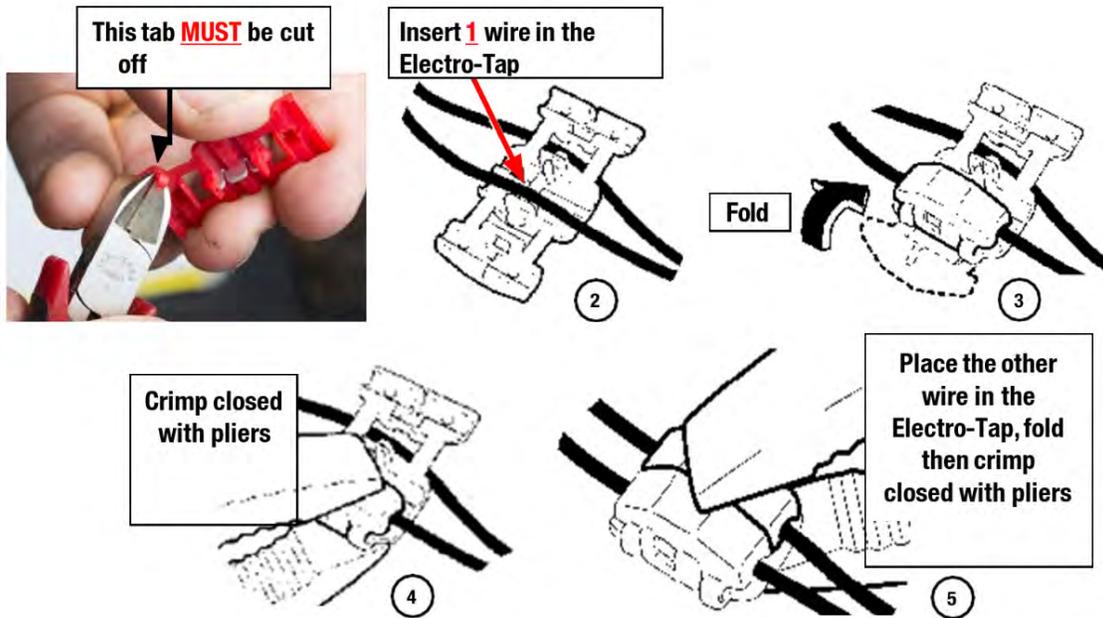


STEP 2- CAREFULLY cut the yellow harness cover enough (approximately 2 inches) to expose the 2 red (or yellow) wires inside and provide enough room to install the Electro-Tap (shorting) connector using a wire cutter or scissor (no knives or razors). **TAKE YOUR TIME AND BE CAREFUL TO NOT CUT THE 2 WIRES!**

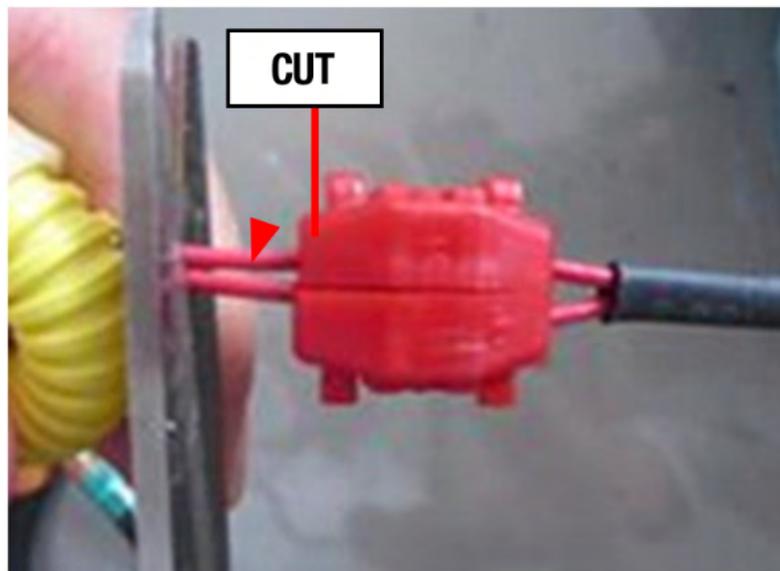


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STEP 3- Short the 2 wires together by installing the Electro-Tap connector. The connector creates a short circuit which acts as a safeguard to prevent against static discharge that may deploy the removed inflator. The tab portion of the Electro-Tap connector **MUST** be cut off prior to use to insure a good short-circuit is made as shown in the illustration below. **Follow the sequence** below for installing the Electro-Tap connector. Use pliers to squeeze closed the two sections of the connector together, **one section at a time**.



STEP 4- Once the Electro-Tap connector is fully crimped in place, cut the 2 wires on the **body harness connector side** of the Electro-Tap connector.

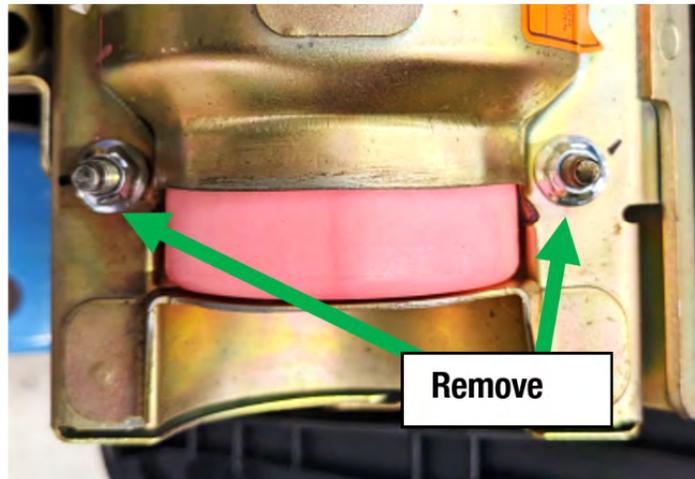


3

VERY IMPORTANT: Under no circumstances should any impact or power tools be used when performing these procedures. HAND TOOLS ONLY!

Continued...

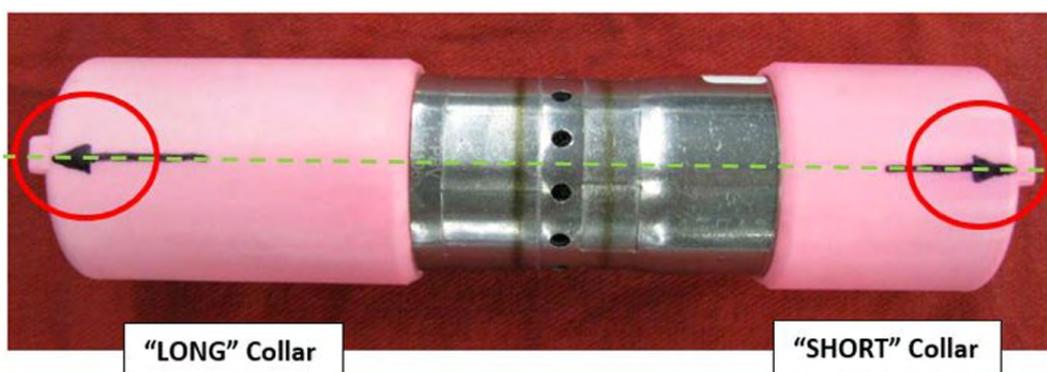
STEP 5- Remove the two 8mm self-locking nuts securing the stopper plate. Loosen but **do not remove** the other two nuts on the mounting bracket as leaving them in place will help keep the airbag assembly together.



STEP 6- VERY IMPORTANT: Record the **14-digit numeric serial number for the new inflator** on the Repair Order hard copy. This information will be required for claim approval.

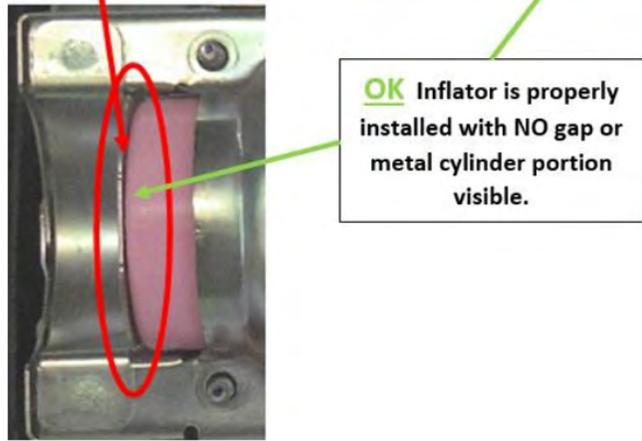
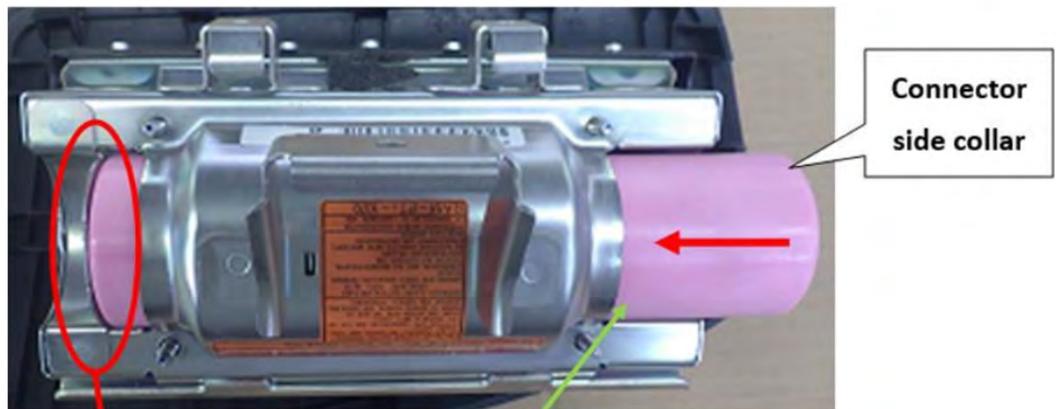
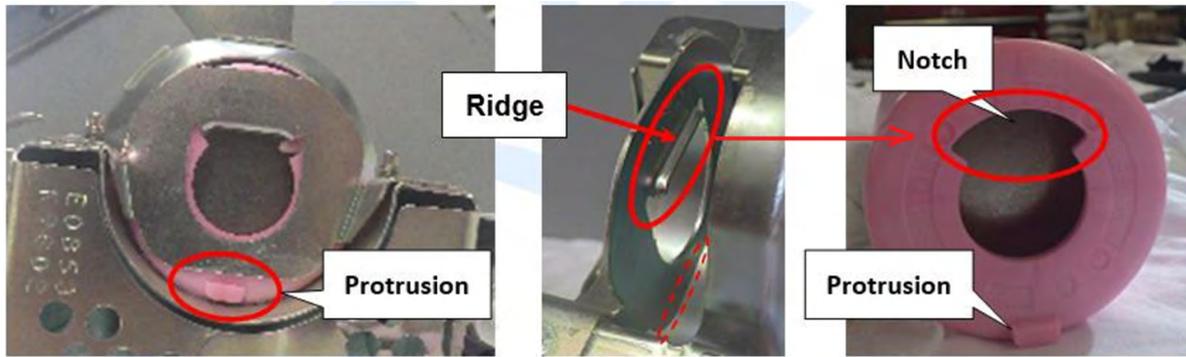


STEP 7- Inspect the new inflator to confirm the locating protrusions on each of the pink-collar portions are aligned as shown below. The “short” collar can be rotated as needed to align it with the protrusion on the “long” collar if necessary.



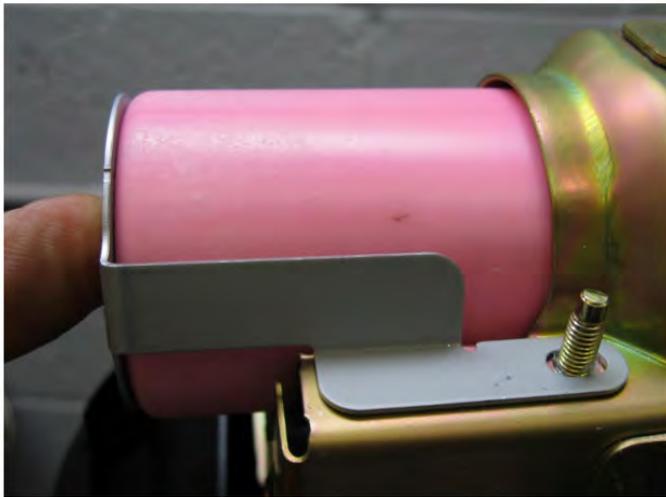
Continued...

STEP 8- Install the new inflator into the mounting bracket, short collar with the “blank” (no harness connector) end going in first. The protrusion on the short collar will fit in the gap at the bottom of the fixed stopper plate portion. At the same time, the ridge portion of the inflator side of the stopper plate will fit into the “notch” in the end of the collar. When properly installed, the end of the inflator will be seated tight against the mounting bracket with NO gap. DO NOT peel the white harness connection dust cover at this time.



Continued...

STEP 9- Install the new stopper plate over the harness connector end of the new inflator.

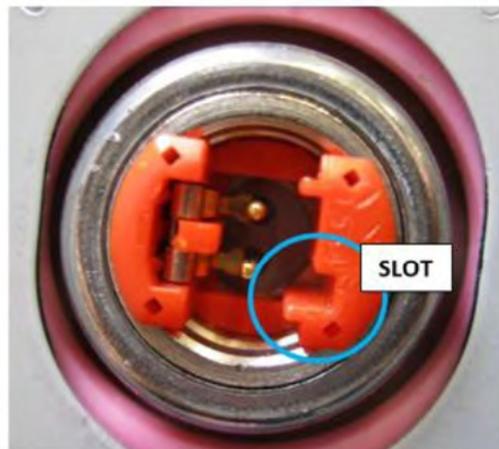


Always hold the stopper plate tight against the inflator as shown when installing and tightening the NEW self-locking nuts. NEVER reuse the original nuts.

Remove the 2 nuts still installed on the mounting bracket and replace them with 2 **NEW** self-locking nuts. Once all 4 **NEW** nuts are in place, torque to 31 - 38 inch pounds in the new sequence shown below. Use a marker to mark the nuts after torquing indicating they have been fully tightened.



STEP 10- Peel off the white dust cover and **CAREFULLY** align the tang of the new harness connector with the receiving slot in the inflator connector. This assures proper routing of the harness in relation to the airbag assembly mounting brackets.



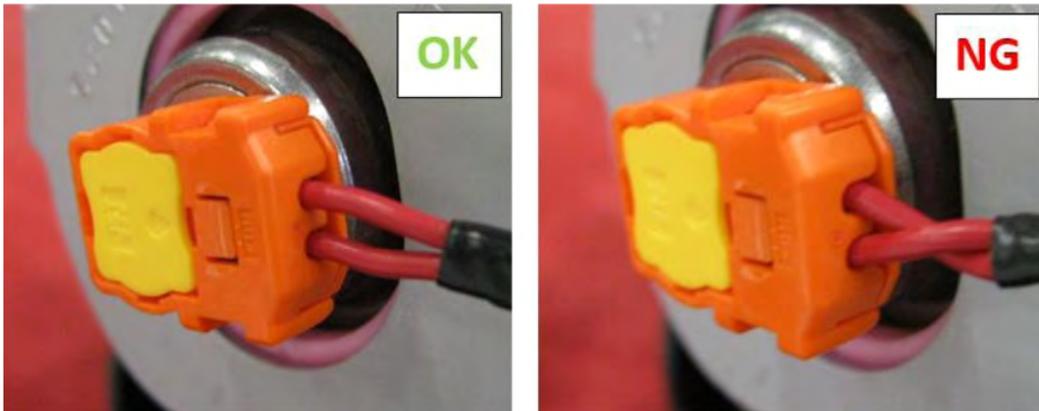
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Once alignment is confirmed, push down firmly to engage the connector. When fully seated, press down on the yellow tab locking the connector to the inflator.

Step 11- Reinstall the wiring harness retaining clip into its position on the mounting bracket.

IMPORTANT: Confirm the harness is not twisted at the inflator connector as shown below.

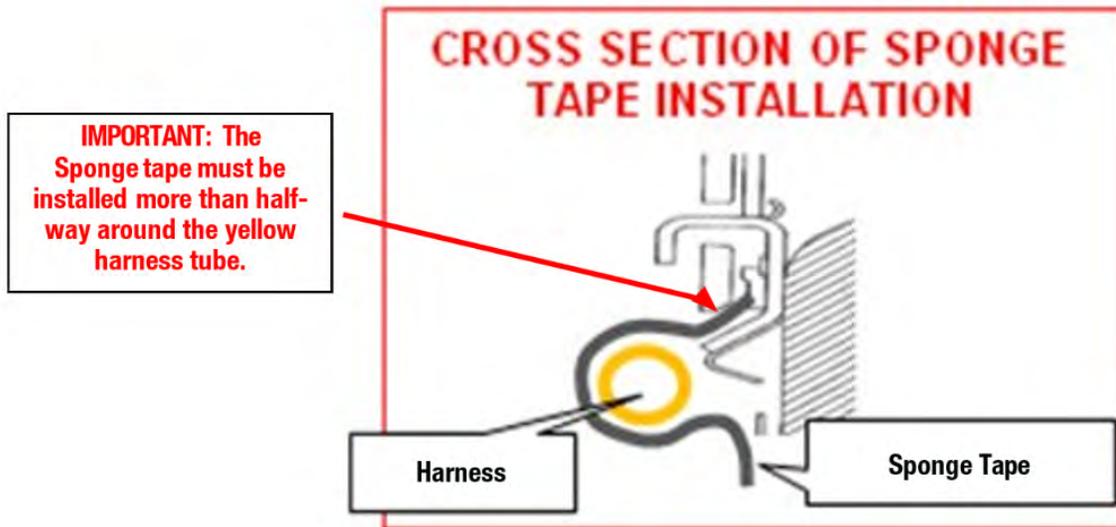


STEP 12- Peel the adhesive backing and install the new Sponge Tape onto the yellow harness tube first then adhere it to the airbag mounting bracket as shown in the illustrations below.



Placement of Sponge Tape

Continued...



Completed

STEP 14- Reinstall the airbag assembly into the vehicle in reverse order of disassembly. **NOTE:** If the accessory security module is installed to one of the airbag module mounting bolts, torque that specific bolt to 7.5 +/-1ft. lb. rather than the normal 5.4 ft. lb. specified in the Service Manual. Before installing the glove box assembly, reconnect the negative battery cable. Turn the ignition key “ON” and confirm the AIRBAG warning light comes on then cycles off properly. Once proper warning light operation is confirmed, reinstall the glove box assembly while making sure the cord loop for the opening dampener (if equipped) stays connected to complete the procedure.

STEP 15- Place the removed air bag inflator in the “cradle” of the Kit Box insert, with a completed SOA warranty parts tag (MSA5W402A) attached to it. The tag must contain the following information: **Claim Number, Repair Date, 17-digit VIN, and vehicle mileage.** Refer to the “PARTS RETURN PROCEDURES” section of this bulletin (page 12) for further return shipping instructions and information.

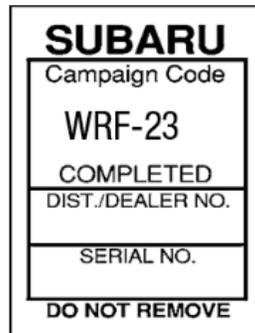
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RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Service Program 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. Ordering qty 1 = 1 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 the submission of properly completed repair order information. Retailers may submit claims through 'Vehicle Claim Entry' on Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
FRONT AIRBAG INFLATOR INSPECTION ONLY	A182-018	0.2	WRF-23
PASSENGER SIDE AIRBAG MODULE INFLATOR REPLACEMENT**	A182-031	0.8	

NOTE:** Upon entry of a recall claim, BOTH the newly-installed (replacement) and the removed (original) serial numbers are required to be entered in the appropriate fields in the Recall Claim Entry system. Attach before and after photographs of the inflators in the bracket, to the claim.

SPECIAL RETURN PROCEDURE FOR INFLATORS

- Follow the standard Inflator Module Returns packaging and labeling instructions, (below)
- Do not mix the WRF-23 inflator with your other Takata inflators
- WRF-23 inflators go to the same address but should be kept separate and identifiable from the standard pallet. TK Services will process these differently
- Attach the additional label/page to the shipment, see below

Continued...

Takata
Airbag
Recall

Inflator and Module Returns LTL Shipping Instructions

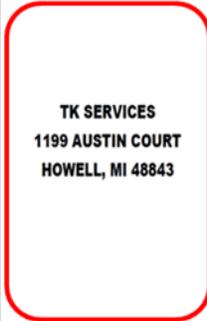
Please contact scfieldaction.14305@rxo.com for documentation and to arrange pickup

If retailers do not receive a response from an RXO logistics specialists within 48 to 72 hours, then they can utilize the escalation number, (210) 317-6436 for further assistance.

1. Shipping Documents

a) Pallet Label

- To be emailed by RXO
- To be affixed to each Pallet



b) Over-pack Label

- To be emailed by RXO
- To be affixed to the outside of each pallet



c) Bill of Lading

- To be emailed by RXO.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver.



d) ERG Document

- To be emailed by RXO.
- To be provide by the Dealer to the LTL Driver for each shipment



5. Shipping Instructions – Prepare the Pallet

a) Accumulate and palletize Kits

b) Arrange Kits on Pallet as pictured here

- 20 boxes per row/layer (5x4)
- 10 rows/layers per pallet (200 boxes)

c) Shrink-wrap Kits to Pallet

d) Affix Over-pack Label and Pallet Label on (1) side of Pallet (Not on Top)

e) If 200 boxes are not accumulated every 2 weeks, please proceed to step 5.

Note: If you receive non-uniform sized kits (Older version), Please contact RXO via the instructions in Box 5 for additional Instructions



2. Packing Instructions

****DO NOT DEPLOY THE INFLATOR****

a) Confirm box is in acceptable condition. Box should be in good condition with no visible signs of damage and should be capable of withstanding additional transportation.

b) If a new box is needed, follow the New Box instructions located in section #8 of this page.

c) Place the un-deployed air bag inflator or module in the "cradle" of the box insert.

Inflator

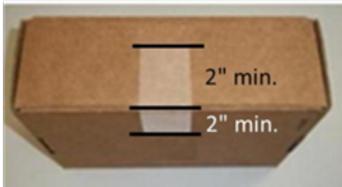


Module



3. Closure Instructions

a) Close the top box flap, per box closure instructions located on front panel of box using a 2" wide by 4" long piece of tape to securely Close the box.



6. Shipping Instructions – Schedule LTL Pickup

a) Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum

- Contact RXO at the e-mail noted above. If 200 Kits have not been accumulated every 2 weeks, please contact RXO for direction

b) Have the following Information Available

- Dealer #
- Quantity of Over-packs/Pallets
- Quantity of Driver Kits and Quantity of Passenger Kits on each Pallet
- Email Address where shipping Documentation can be received
- Lift gate Service Needed?

7. Shipping Instructions – Ship

a) Give 1 Copy of BOL and 1 Copy of ERG to Driver

b) Retain 1 Copy of BOL for Dealership records and archive for at least 2 Years

8. Requesting a New Box / Shipping Labels

If a new box or replacement box shipping labels are needed, please contact a representative by email to request replacement materials.

Primary Contact:

E-Mail: scfieldaction.14305@rxo.com

To help expedite your request, please be prepared to provide the following information:

a) Serial number on the original box (if replacement box is needed)

b) What Type of shipping material needed

- Replacement Box
- Two Part Return Label
- Bill of Lading
- ERG Form

c) Dealer Shipping Information

- Contact Name
- Dealer Address
- Phone Number



4. Shipping Instructions - Label each Box

1 Subaru module/inflator kit contains this 2-part label

2 Peel off 'Ship-To' label

3 Affix label to box. Do not cover up Class 9 Marking



NOTE: International and ALL Locations outside of the Continental United States (APAC, EMEA, Mexico, Hawaii, Alaska, Puerto Rico, and US Virgin Islands dealers) CANNOT follow below shipping instructions. Instead, dealerships in these locations MUST contact TK services /RXO USA representative directly for shipping instructions: RXO Representative .Email: scfieldaction.14305@rxo.com Continental US 48 State Dealerships, please follow steps 1-7 below.

Continued...

Attach this additional label to the WRF-23 shipments:

ALERT
WRF-23 RECALL INFLATOR
RETURNS

Attach this page to the shipment to TK Services

ADVISE JEFF GOODAR UPON RECEIPT

SPECIAL SUBARU
SHIPMENT

Continued...

SOA PART RETURN NOTICE INFORMATION



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:: Shortcuts

Added Security/Equity Shield

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Certified Pre-Owned

Claims & Warranty Administration

Claim Entry

Claim Entry User Guide

Claim Status Inquiry

Claim Upload

Claims Policies & Procedures

EOM Claims Report Schedule

Labor Time Guide

Quick Reference Materials

Recall Claim Entry

Reports - Claims/Warranty

Vehicle Inquiry - Combined

Vehicle Inquiry - New Pilot

Warranty Extensions

Customer Retailer Services

IMPORTANT NOTE: The following information is applicable to SOA and Subaru Distributors Corporation (SDC) retailers **ONLY**. Subaru New England (SNE) retailers will continue to follow the procedures currently in place as supplied below.

All SOA and SDC retailers are required to enter **BOTH** the newly-installed (replacement) and the removed (original) serial numbers for the airbag inflator (or module assembly) into the supplied fields as shown in the screen shot below. Claims will not receive an “Approved” status without the serial number information being entered in the appropriate fields in the Recall Claim Entry system. As a result of adding these new required entry fields, Part Return Notices will no longer be generated.

The following information must be include when entering the claim:

- VIN
- Recall Code: WRF-23
- Photos of the old inflator before installation
- Photos of the newly installed inflator in after installation (If inflator is replaced)
- Old and New inflator serial numbers (If inflator is replaced)
- Notes, if needed

Claim Type:* <input type="text" value="Recall Campaign"/> Recall Code:* <input type="text" value="TKC16"/> Auth Code: <input type="text"/> Total Amount <input type="text" value="\$0.00"/>	VIN:* <input type="text" value="37308358"/> RO Start Date:* <input type="text" value="11/7/2017"/> Misc Detail: <input type="text"/> Status: <input type="text" value="Working"/>	RO #:* <input type="text" value="756389"/> RO Completion Date:* <input type="text" value="11/7/2017"/> Installed Serial# <input type="text" value="XMBLH552899"/> Dealer #:* <input type="text"/>	Job:* <input type="text" value="A"/> Rental: <input type="text" value="\$0.00"/> Removed Serial# <input type="text" value="XMBLA242204"/> Tech Name:* <input type="text" value="Enter Tech Name"/>	Mileage:* <input type="text" value="100,098"/> Towing: <input type="text" value="\$0.00"/> Resultant Damage: <input type="checkbox"/> SA Name:* <input type="text" value="Enter SA Name"/>
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IMPORTANT SAFETY RECALL
This notice applies to the VIN below



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WRF-23
NHTSA Recall ID 23V-076
March 2023

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 2004-2005 model year Impreza (including WRX) vehicles in which the replacement frontal passenger-side air bag inflator may have been incorrectly installed during a previous repair.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The vehicles included in this recall had a previous mobile air bag recall repair performed by a third-party contractor on behalf of Subaru. The replacement air bag inflator may have been incorrectly installed during that repair.

An incorrectly installed air bag inflator may not properly inflate the passenger-side airbag, which could increase the risk of an injury during a crash.

WHAT SUBARU WILL DO

Subaru will inspect the passenger-side inflator installation and, if necessary, install a new inflator kit at no cost to you.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The time required for this repair is less than one hour. 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 for scheduling purposes.

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.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

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

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: WRF-23 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.'

For additional information, please go to: <http://www.wrf23.service-campaign.com>.

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 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.