



## **Additional Information Regarding the WQE-41 Puddle Light Campaign**

**TO:** SNE SDC EST CEN WST

**FROM:** Subaru of America, Inc.

**DEPARTMENT:** Service Claims

**DATE:** 3/13/2013

**CATEGORY:** Show in All Categories

The following information is intended to provide further clarification of the proper claims procedures to follow when a vehicle comes in to your Service Department for the WQE-41 Puddle Light Campaign.

First and foremost, verify the vehicle is equipped with Genuine Subaru accessory puddle lights. If the vehicle is not equipped, release the vehicle as no correction is required.



**CHECK FOR FUNCTIONING PUDDLE LIGHTS**

**IMPORTANT:** Only ONE of these labor operations may be used per claim.

<b>Labor Description</b>	<b>Labor Operation Number</b>	<b>Labor Hours</b>
Inspection - Both Sides - <b>NO FAILURE</b> Both sides have fuses - No action required	A115-908	0.4 hrs.
Inspection - Both Sides - <b>NO FAILURE</b> Both sides have NO fuse installed - Install <b>2</b> Fused Mini-Harnesses, <b>1</b> on each side	A115-904	0.5 hrs.
Inspection - Both Sides - <b>NO FAILURE</b> One side has an in-line fuse - No action required Other side has no fuse - Install <b>1</b> Fused Mini-Harness on that side	A115-921	0.5 hrs.
Inspection - Both Sides - <b>FAILURE ON ONE SIDE ONLY</b> One side has fuse - No action required Other side has failure - Install <b>2</b> Puddle Lights, <b>1</b> In-Line Fused Puddle Light Harness and <b>1</b> Hardware Kit (per vehicle)	A115-911	0.7 hrs.
Inspection - Both Sides - <b>FAILURE ON ONE SIDE ONLY</b> One side has NO fuse - install <b>1</b> Fused Mini-Harness Other side has failure - Install <b>2</b> Puddle Lights, <b>1</b> In-Line Fused Puddle Light Harness and <b>1</b> Hardware Kit (per vehicle)	A115-923	0.7 hrs.
Inspection - Both Sides - <b>FAILURES ON BOTH SIDES</b> Install <b>4</b> Puddle Lights ( <b>2</b> per side), <b>2</b> In-Line Fused Puddle Light Harnesses ( <b>1</b> per side) and <b>1</b> Hardware Kit (per vehicle)	A115-914	0.9 hrs.

## NOTES and REMINDERS:

- Before disconnecting any connections, be sure to disconnect the vehicle's battery as listed in the Campaign Service Procedure or you risk the possibility of damage to the BIU from a voltage spike.
- The In-Line Fused Puddle Light Harness referenced in the Labor Descriptions above is shown in the image below. As long as the puddle lights are fully functioning, this harness does not require replacement and does not require a Fused Mini-Harness installation. This type of harness (with In-Line Fuse) is also the current replacement part. Again, a Mini-Fused Harness is not required when this type of harness is present and all related puddle lights are functioning correctly.



- The Fused Mini-Harness (WQE-41 Campaign part), p.n. H001SSC300 is shown below.



**Fused Mini-Harness**

- There must **NEVER** be more than **ONE** fuse on each side of the vehicle.
- Any puddle light failure requires the replacement of the Puddle Light Harness and BOTH puddle lights on that side of the vehicle.
- All replacement puddle light harnesses already include an in-line fuse. Therefore, the Fused Mini-Harness is not needed on the side where a new puddle light harness is installed.
- 1 Hardware Kit contains all the hardware needed to repair BOTH sides of one vehicle.
- Claim Entry - **In instances where a vehicle requires 2 visits to a dealership** (e.g. ordering puddle lights and harnesses) to complete the recall, a second recall claim may be entered for WQE41.
- Rental - Is permissible ONLY in instances where the vehicle has no fuses installed and a Fused Mini-Harness is not or was not available or, the vehicle is inoperable.
- Sufficient quantities of the Fused Mini-Harness are available and should be kept on-hand eliminating the need for rental.
- Refer to the Service Procedure in the WQE-41 Campaign Bulletin for more detailed information.