

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

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2018MY Impreza

NUMBER: WTX-83

SUBJECT: Rear Subframe- Lateral Link Bracket Weld Inspection

DATE: 02/12/19

INTRODUCTION:

Subaru of America, Inc. (SOA) is initiating a service program for certain 2018 MY Impreza vehicles. This service program involves the inspection of a weld on the left (driver's) side of the rear subframe assembly, and possible replacement of the rear subframe assembly.

Due to a potential stamping issue of the lateral link bracket, the affected vehicles may contain an improperly placed weld on the left (driver's) side of the rear subframe assembly. Although the weld may have been improperly placed, its placement does not affect the safe operation of the vehicle. However, if this condition exists, it may affect the driving feel of the vehicle.

AFFECTED VEHICLES

Certain 2018 MY Impreza vehicles (177). Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is now available.

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail. Owners with a valid email address on file with MySubaru.com will also be notified by email. Owner notification will occur this month.

RETAILER PROGRAM RESPONSIBILITY

Any vehicles listed in a recall or campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in the applicable bulletin.

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 AFFECTED VIN LISTS

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list based on the selling retailer

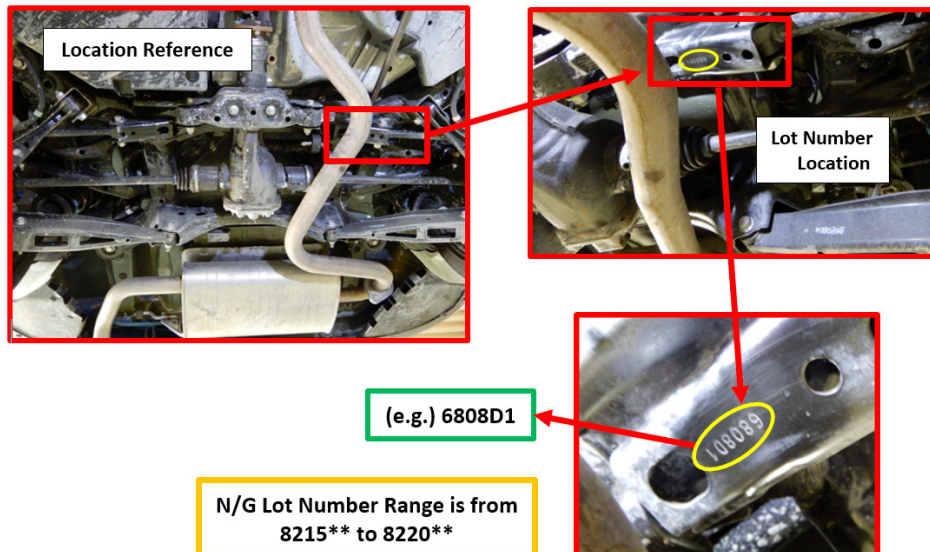
IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this service program. This information will enable retailers to follow up with owners of potentially affected vehicles. Retailers should limit the use of these lists for the sole purpose of completing this service program.

PART INFORMATION:

Description	Part Number
FRAME SUB ASSEMBLY-REAR SUSPENSION	20152FL01A**
**ONLY required in event weld failure is found. Do NOT order for stock.	

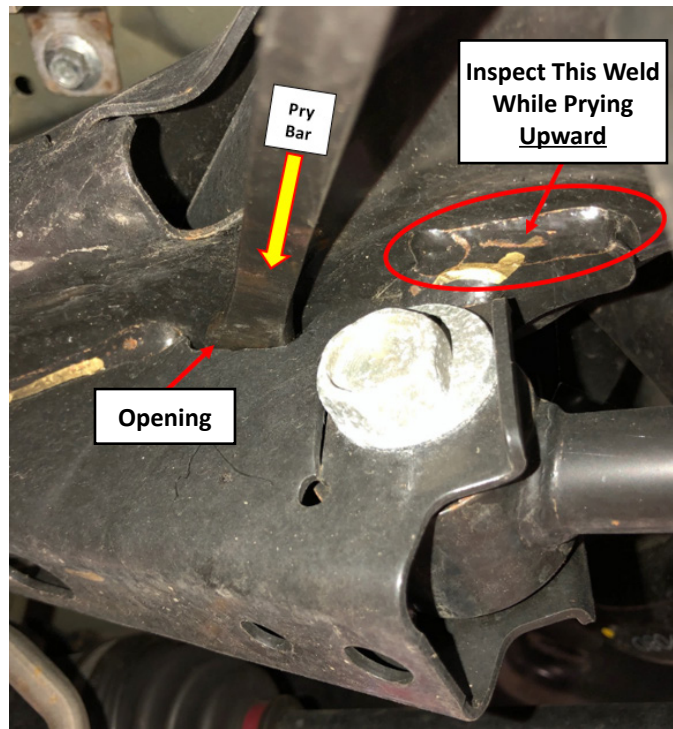
SERVICE PROCEDURE / INFORMATION:

Step 1: Clean the area on the bottom of the lateral link bracket and verify the first 4 numbers of the 6-digit lot number as shown below. If the first 4-digits of the lot number are equal to or between **8215**** and **8220****, proceed to **Step 2** below. If not, record the lot number on the repair order to complete the procedure. **NOTE:** This lot number will be required for claim entry.



Step 2: Insert the end of a standard 24” pry bar into the opening between the lateral link bracket and subframe to the left of the weld being inspected. While prying, inspect the weld securing the bracket to the subframe closely as shown in the photo below. Use a helper if necessary.

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Push **UPWARD** on the pry bar approximately 2" (**3" MAX**) to apply downward force on the bracket and weld as shown below.



If the weld is broken, cracked or at all damaged and the base metal is exposed, replace the rear sub-frame with a new part. If the weld is OK, always make sure to touch-up any paint damage from the pry bar. Wipe the area clean with mild solvent on a fresh shop cloth, allow to dry then apply rust-preventative touch-up** to prevent corrosion.

**Rust-Oleum semi-gloss black aerosol spray paint (or equivalent).

REMINDER: Customer satisfaction and retention starts with performing quality repairs. If subframe replacement is required, refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited

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to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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
WTX-83
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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
2018 IMPREZA REAR SUBFRAME- INSPECTION ONLY	A161-248	0.3	WTX-83	RC
2018 IMPREZA REAR SUBFRAME INSPECT AND REPLACE	A161-243	6.1		

NOTES:

- The Lot Number for the ORIGINAL subframe must be entered in the Miscellaneous Detail field when submitting the claim.
- Up to \$5.00 can be claimed in Sublet to cover the cost of the aerosol touch-up when required.

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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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OWNER NOTIFICATION LETTER

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



SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Service Program WTX-83
February 2019**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru of America, Inc. is initiating a service program for certain 2018 MY Impreza vehicles. This service program involves the inspection of a weld on the left (driver's) side of the rear subframe assembly, and possible replacement of the rear subframe assembly.

You received this notice because our records indicate that you purchased one of these vehicles. In the interest of your continued satisfaction, we would like to ensure that your vehicle is inspected for this condition and if necessary, a corrected subframe assembly will be installed.

DESCRIPTION

Due to a potential stamping issue of the lateral link bracket, the affected vehicles may contain an improperly placed weld on the left (driver's) side of the rear subframe assembly. Although the weld may have been improperly placed, its placement **does not affect the safe operation of the vehicle**. However, if this condition exists, it may affect the driving feel of the vehicle.

WHAT WE WILL DO

Subaru will inspect the rear subframe assembly of your vehicle and if necessary, replace the assembly at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) for an appointment to have the inspection performed, to determine whether the subframe assembly needs to be replaced. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect the rear subframe assembly is approximately 20 minutes. However, in the event that the subframe assembly needs to be replaced, the replacement time is approximately six hours. Therefore, it may be necessary to leave your vehicle for a longer period of time to allow for flexibility in scheduling.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

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 drop-down menu.

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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-Retailer Services Department
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of 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 to have this repair performed.

Sincerely,
Subaru of America, Inc.

Notice to Lessors: Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

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