

**SUBARU**

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U.S. DEPARTMENT OF TRANSPORTATION  
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

Subaru of America, Inc.  
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Cherry Hill, NJ 08034-6000  
856-488-8500  
[www.subaru.com](http://www.subaru.com)

March 18, 2003  
Ref. No.: GA04-017

Patricia Wallace  
Recall Management (NVS-215)  
National Highway Traffic Safety Administration  
400 Seventh Street, S.W.  
Washington, D.C. 20590

**RE: Part 573.6(c)(9) - Subaru Legacy Outback & Impreza Recall WWQ-01**

Dear Ms. Wallace,

Pursuant to the requirements in 49 CFR Part 573.6(c)(9), Subaru of America, Inc. ("Subaru") submits the following communications relating to the above recall:

Subaru Stop Sale Order	3/10/2004
WWQ-01 Recall - Cruise	
Control Cable Retaining	
Clip Repair Instructions	3/11/2004
WWQ-01 Urgent Shipping Update	3/12/2004

If there are any questions about this report, please contact Mr. Brian DeAscentis at (856)-488-3465.

Sincerely,



Gerald Plante  
NHTSA Compliance Manager

Enclosures

## Subaru Stop Sale Order

**TO:** All Subaru Dealers  
**FROM:** Subaru of America, Inc.  
**DEPARTMENT:** Service  
**DATE:** 3/10/2004 16:2:20 EST

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**An immediate stop sale order is issued for all 2001 thru 2004 H-6 Legacy Outback vehicles and all 2002 through 2004 WRX 2.0 liter vehicles in dealer inventory.**

We have identified the potential for a possible cruise control cable mislocation that could prevent the throttle from closing. This is considered a potential safety problem and requires your immediate attention.

**Under no circumstances are any of these vehicles to be delivered to customers until the repairs are made.**

The repair involves installation of a protective clip to prevent mislocation of the cruise control cable. Detailed repair procedures will be posted on Subarunet tomorrow. Claim filing instructions will also be included in the posting.

We plan to automatically send an initial quantity of 20 pieces of the protective clip to every Subaru dealer tomorrow, March 11, 2004, to be used on inventory vehicles slated for retail delivery.

Additional quantities of parts are being prepared and will be allocated to each dealer based on their affected vehicles. Part numbers will be included in the Repair Procedure posting.

Owners of all affected vehicles will be notified by mail to bring their vehicle to the dealer for repair. Information on the timing of the letters will be sent to dealers as soon as it has been determined. Affected VIN lists will be provided to each Subaru dealer. In the meantime, if any of these owners are in for service of another kind, the repair should be done before releasing the vehicle back to the owner.

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## WWQ-01 Recall - Cruise Control Cable Retaining Clip Repair Instructions

**APPLICABILITY:** 2001-2004MY Subaru Legacy Outback H6      **NUMBER:** WWQ-01  
2002-2004MY Impreza WRX 2.0L  
**SUBJECT:** Cruise Control Cable Retaining Clip                      **DATE:** March 2004

### INTRODUCTION

Subaru of America, Inc. (SOA) has determined that affected vehicles, listed below, have a cruise control cable that could come out of its track on the cruise control lever and lodge on the control lever tab when the accelerator pedal is released. If this condition occurs, the throttle will not return to the idle position and instead will remain in an open position. This condition could occur at any time without prior warning, even while the cruise control is turned off.

This recall will involve installing a cruise control cable retaining clip.

### AFFECTED VEHICLES

Affected vehicles are identified in the VIN range chart below. **NOTE: Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry in the Dealer Communication System (DCS).**

2001MY Legacy Outback Wagon	4S3BH8***17600006 - 679752
2002MY Legacy Outback Sedan	4S3BE8***27200002 - 216832
2002MY Legacy Outback Wagon	4S3BH8***27600001 - 667102
2003MY Legacy Outback Sedan	4S3BE8***37200010 - 218144
2003MY Legacy Outback Wagon	4S3BH8***37600002 - 661186
2004MY Legacy Outback Sedan	4S3BE8***47200007 - 211691
2004MY Legacy Outback Wagon	4S3BH8***47600020 - 646112
2002MY Impreza Sedan WRX	JF1GD2***2*500015 - 531625
2002MY Impreza Sport Wagon WRX	JF1GG2***2*800023 - 837226
2003MY Impreza Sedan WRX	JF1GD2***3*500001 - 513811
2003MY Impreza Sport Wagon WRX	JF1GG2***3*800006 - 814059
2004MY Impreza Sedan WRX	JF1GD2***4*500001 - 525188
2004MY Impreza Sport Wagon WRX	JF1GG2***4*800001 - 821871

*Note 1. Various characters may occupy the VIN positions identified by \*\*\**

*Note 2. Vehicles identified in the preceding chart may include VINs that were not distributed in the U.S. market.*

## **OWNER NOTIFICATION**

Notification letters will be sent to owners of affected vehicles on or around March 31, 2004.

## **DEALER PROGRAM RESPONSIBILITY**

Dealers are to promptly service all vehicles subject to this recall at no charge to the vehicle owner regardless of mileage, age of the vehicle, or ownership.

For affected vehicles sold after the date on the dealer's computer list, dealers are to contact those owners and provide them with a copy of the owner notification letter. They should also arrange to make the required correction according to the instructions in the service procedure section of this bulletin.

### **Vehicles in Dealer Inventory**

Dealers are also to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a recall/campaign that are in dealer 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 procedures outlined in these repair instructions.

**Any Authorized Subaru Dealer failing to perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) prior to the vehicle being placed in service may be subject to civil penalties of up to \$5,000 per violation (i.e., for each vehicle), as provided in 49 USC §30165(a) of the Safety Act, and will also be in breach of the Subaru Dealer Agreement.**

## **PARTS INFORMATION**

Each dealer will be sent an initial quantity of 20 clips on March 12, 2004 to be used on inventory vehicles slated for retail delivery.

Additional quantities of parts are being prepared and will be allocated to each dealer based on their affected vehicles. These additional part shipments will begin during the week of March 15<sup>th</sup> 2004.

<b>Model</b>	<b>Description</b>	<b>Part Number</b>
All affected	Cruise Cable Clip	SOA635073

## REPAIR PROCEDURES

**Note:** The Retaining Clip is not reusable. If for any reason the Retaining Clip needs to be removed or replaced, make sure a new Retaining Clip is used.

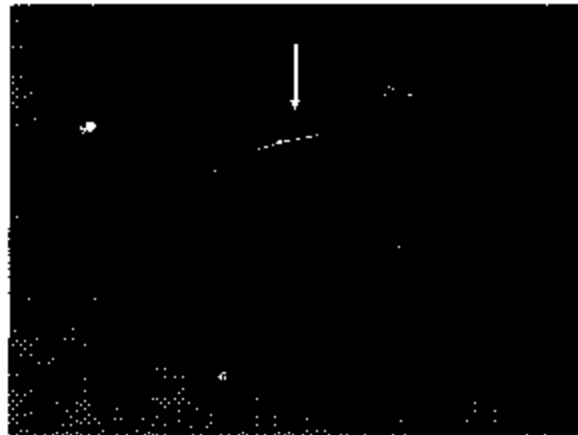
### Installation Procedure:

1.) Locate cruise control lever tab (*Figure 1*).



*Figure 1*

2.) Install the Retaining Clip on the cruise control lever tab (*Figure 2*).



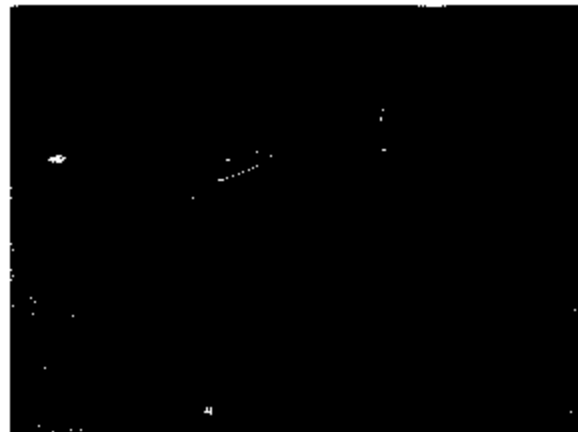
*Figure 2*

3.) Slide the Clip in the direction of the arrow (*Figure 3*) until it locks into place. An audible "click" will be heard confirming that the Clip is properly seated.



*Figure 3*

4.) Properly installed Clip (*Figure 4*).



*Figure 4*

**Important: Make sure the cruise control cable is positioned in the lever groove and that it does not interfere with the retaining clip.**

## RECALL CAMPAIGN IDENTIFICATION LABEL

Type or print the necessary information on a Recall Campaign identification label. The completed label should be attached to the vehicle's upper radiator support.

A quantity of labels will be provided to each dealer with the bulletin. Additional labels are available through the Customer Dealer Services Department.

<b>SUBARU</b>
Campaign Code
COMPLETED
DIST/DEALER NO.
SERIAL NO.
DO NOT REMOVE

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit for performing this recall campaign will be based on the submission of properly completed repair order information. Dealers may enter the applicable claim information through their Dealer Communications System.

Listed below is claim entry information:

Install cruise control cable retaining clip – Use the following information for claim submission:

Enter labor operation 144-001 for 0.2 labor hours.

Claim Type	Campaign Code	Labor Operation	Labor Time	Labor Description
Recall/Campaign RC	WWQ-01	144-001	0.2	Install cruise control cable retaining clip

Enter the applicable part number. Parts will be reimbursed at dealer cost plus applicable handling allowance.

Model	Description	Part Number	Qty
Legacy Outback & Impreza WRX	Cruise Cable Clip	SOA635073	1

## WWQ-01 Urgent Shipping Update

**TO:** All Subaru Dealers  
**FROM:** Lou Ann Brickey-Vega  
**DEPARTMENT:** Fixed Operations  
**DATE:** 3/12/2004 10:4:9 EST

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The first shipment of Part Number SOA635073 Cruise Cable Clip arrived at the Westampton Parts Distribution Center this morning, Friday, March 12, 2004. The initial allocation quantity of (20) pieces will ship out today, to all dealers.

We will be utilizing UPS Saturday Delivery to all locations that are within the designated UPS service area for Saturday Delivery. Dealers that are not within a UPS Saturday Delivery area will receive their shipment via Next Day Air on Monday, March 15th.

It is imperative that all dealership personnel be made aware of the arrival of this UPS Saturday Delivery shipment, notifying the Parts and Service Manager(s) immediately upon arrival to avoid any possible delay if the shipment is delivered to the Sales or Office area in the dealership.

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