

**ATTENTION:**  
 GENERAL MANAGER   
 PARTS MANAGER   
 CLAIMS PERSONNEL   
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


QUALITY DRIVEN® SERVICE



**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2010 Legacy / Outback  
**SUBJECT:** CVT Transmission Fluid Cooler Inlet Hose

**NUMBER:** WVQ-27  
**DATE:** June 2010

**INTRODUCTION**

Subaru of America, Inc. has determined that certain 2010 Legacy and Outback models may have been produced with a transmission fluid cooler inlet hose (located near the lower portion of the radiator) that was improperly formed during the manufacturing process. As a result, a section of the hose could unexpectedly split allowing transmission fluid to leak.

There is a potential safety risk associated with this condition. If an improperly formed hose were to split and leak transmission fluid, transfer of engine power to the wheels will begin to diminish, leading to vehicle power loss. This could happen without prior warning.

This recall will involve checking the “lot number” found on the transmission fluid cooler inlet hose. If the “lot number” is one of a specific group, the hose must be replaced with a new one. If the “lot number” is not within the group, the hose was manufactured to specifications and replacement is not necessary.

**AFFECTED VEHICLES**

• **2010MY Subaru Legacy & Outback**

Potentially affected vehicles are identified in the VIN range chart below. Note: Not all vehicles in the VIN range are affected. Prior to performing repairs, confirm coverage by using the Vehicle Coverage Inquiry function at [Subarunet.com](http://Subarunet.com).

Production date: July 31, 2009 through December 1, 2009

MODEL	FROM	TO
2010MY Legacy	A3215537	A3227670
2010MY Outback	A3317662	A3346480

**OWNER NOTIFICATION**

SOA will prepare and mail Owner Notification Letters to owners of affected vehicles on or around June 4, 2010.

A copy of the Owner Notification Letter is included at the end of this bulletin.

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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b>          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><b>SUBARU OF AMERICA, INC. IS “ISO 14001 COMPLIANT”</b>          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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## DEALER PROGRAM RESPONSIBILITY

Dealers are 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 repair procedures outlined in this Product Campaign Bulletin.

**Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Dealer failing to perform the applicable service procedures as 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 \$6,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.**

## REPAIR PARTS

Repair parts will be available on or about June 1, 2010. When available, each dealer will automatically be sent replacement hoses equivalent to 20% of their dealer affected VIN list. Dealers will need to order any additional supply through normal parts ordering procedures.

DESCRIPTION	PART NUMBER
Hose – CVTF	45520AJ021

**Note:** The following additional parts may be needed. Please refer to repair section of this bulletin for additional information.

DESCRIPTION	PART NUMBER
Clamp - Hose	909170062
Gasket – Drain Plug	803918060
CVT Fluid	SOA635043 – 1 qt qty. for claim purposes only. (SOA868V9245 – 5 gallon pail)

## SERVICE PROCEDURE

This recall will involve checking the “lot number” found on the transmission fluid cooler inlet hose. If the “lot number” is one of a specific group, the hose must be replaced with a new one. If the “lot number” is not within the group, the hose was manufactured to specifications and replacement is not necessary.

Please proceed as follows:

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### **Check Affected Hose Lot Numbers**

Check the lot numbers on the inlet cooler hose (the longer of the two hoses) to determine if the hose needs to be replaced. If the “lot number” is found to be any of those listed below, the hose must be replaced with a new one. If the “lot number” is not listed, the hose was manufactured to specifications and replacement is not necessary.

### **Affected Lot Numbers**

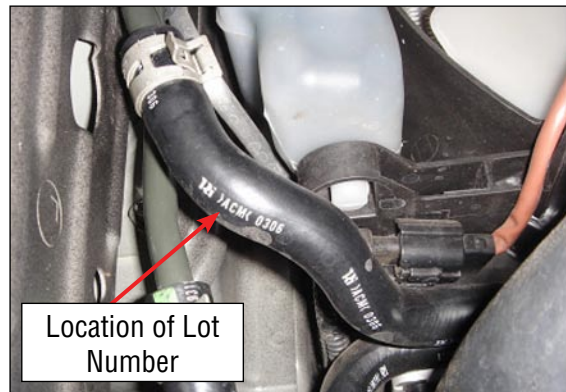
9609	9801
9610	9802
9701	9805
9702	9806
9704	9807
9705	9809
9707	9810
9708	9901
9709	9902
9710	9903
9711	

### **Lot Number Inspection**

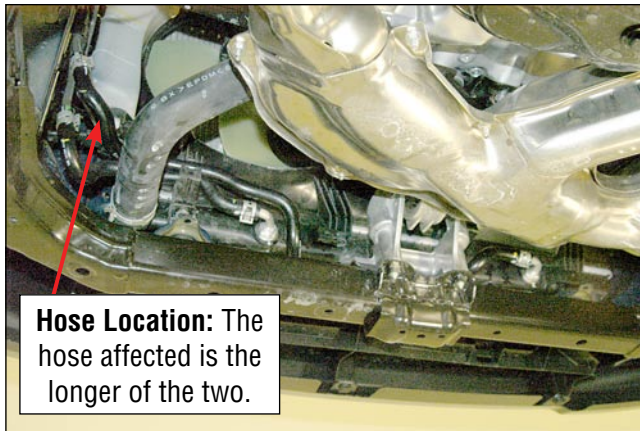
The lot number is stamped on the hose with white paint.

The following images are for illustration purposes only. The lot number depicted is not actually affected.

The lot number can be viewed with the hood opened, or with the vehicle on a lift.



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### **Continuously Variable Transmission Fluid Cooler Hose**

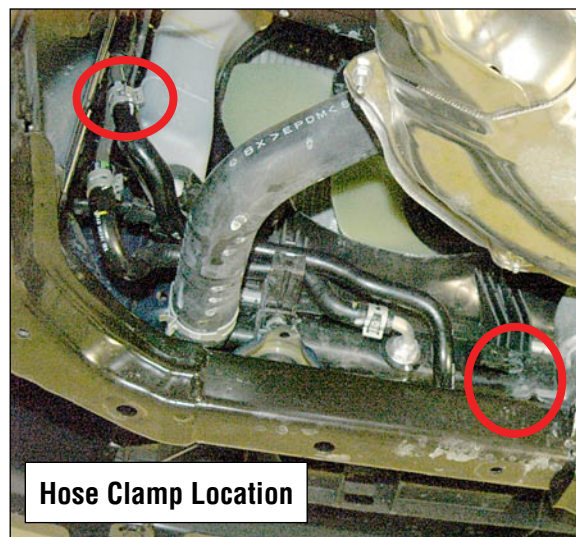
**Note:** The hose should only be replaced if it is found to have an applicable lot number.

**CAUTION:** Immediately after the vehicle has been running or after idling for a long time, the fluid will be hot. Be careful not to burn yourself.

**Replacement Part** – 45520AJ021 (Hose, CVTF)

### **Cooler Hose Replacement Procedure**

- 1) Place vehicle on lift.
- 2) Remove the engine under cover.



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3) Squeeze the hose clamps and reposition to remove the hose. Confirm the direction and angle of the original hose clamps before removal. It is important to reinstall clamps in their original position.

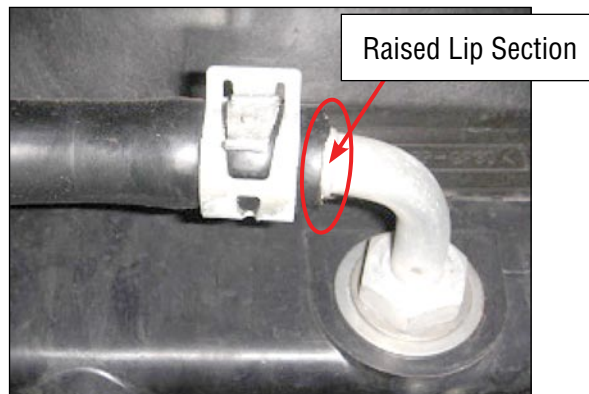
4) Place a drain pan under the hose to collect any CVTF which may leak out.

**Caution: If the CVTF has spilled onto the exhaust pipe or body frame, wipe it off with a rag to avoid dripping fluid.**

5) Remove the inlet cooler hose. Note: Be extremely careful not to damage the pipe.

6) Make sure the cooler hose pipe ends are clean prior to installing a new hose.

7) Install a new hose reusing the original hose clamps. Note: Do not permit the end of the hose to extend past the raised lip section of the pipe. Be sure to place the hose clamps in their original position. If the original hose clamps are damaged or deformed, replace as necessary.



**Note:** Neither replenishment of transmission fluid nor inspection of fluid level will be necessary during replacement of the hose unless the original hose was found to be leaking fluid. Approx. 50cc through 70cc of fluid may be lost during hose replacement. The amount of fluid remaining will still keep the necessary level with sufficient reserve margin.

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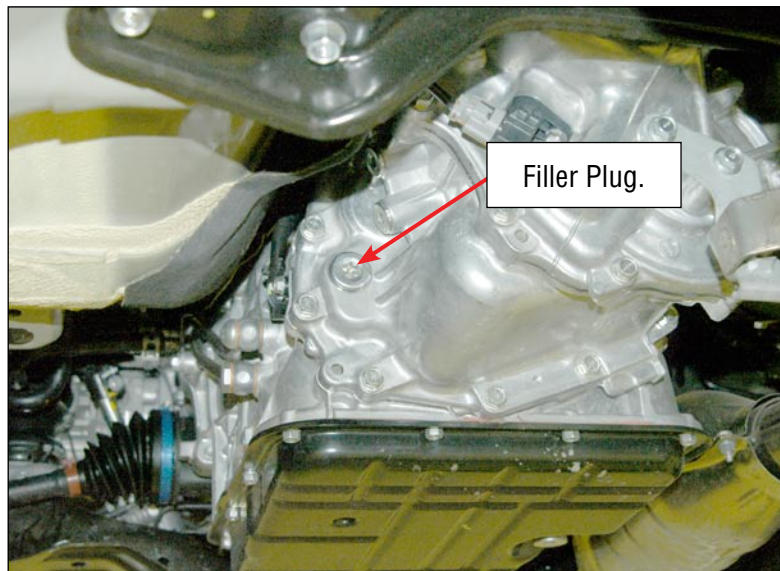


**Note: The following procedure is only necessary if the original hose was found to be leaking fluid.**

**Check and add CVTF**

**CAUTION:**

- CVTF level changes along with CVTF temperature. When inspecting CVTF level, observe the specified CVTF temperature.
  - Always use specified CVTF or equivalent. Using other fluid except for specified or equivalent will cause malfunction.
- 1) Idle the engine to raise CVTF temperature to 35 — 45°C (95 — 113°F) on Subaru Select Monitor.
  - 2) Set the vehicle on a lift.
  - 3) Operate the select lever in P \_ R \_ N \_ D and D \_ N \_ R \_ P to circulate CVTF with the engine idling.
  - 4) With the engine running, lift up the vehicle and remove the filler plug.



- 5) Check fluid level. **NOTE:** CVTF is at the specified level when it is up to the filler plug hole lower section.
- 6) Install the filler plug.

**NOTE:** Use a new gasket.

**Tightening torque: 50 N•m (5.1 kgf-m, 36.9 ft-lb)**

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## SERVICE PROGRAM IDENTIFICATION LABEL

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

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

<b>SUBARU</b>	
Campaign Code	
<b>WVQ-27</b>	
COMPLETED	
DIST./DEALER NO.	
SERIAL NO.	
<b>DO NOT REMOVE</b>	

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on [Subarunet.com](http://Subarunet.com).

CLAIM TYPE	CAMPAIGN CODE	LABOR OPERATION	LABOR DESCRIPTION
RC	WVQ-27	B130-358 0.2 hrs.	CVT TRANSMISSION FLUID HOSE INSPECTION
		C130-351 0.2 hrs.	CVT TRANSMISSION FLUID HOSE REPLACEMENT (Add only when hose replacement was necessary.)

**Note:** The following labor operation should only be added when the original hose was found to be leaking and the fluid level checked and adjusted as indicated in the repair instructions.

LABOR OPERATION	LABOR OPERATION
C130-368 0.2 hrs.	CVT TRANSMISSION FLUID LEVEL CHECK & ADJUST

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## **OWNER NOTIFICATION LETTER**

Important Safety Recall Notice  
Subaru Recall Campaign WVQ-27  
NHTSA Recall No. 10V-196  
June 2010

### **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 2010 Legacy and Outback models equipped with a Continuously Variable Transmission (CVT).

### **DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that the CVT transmission fluid cooler inlet hose, located near the lower portion of your vehicle's radiator, may have been improperly formed during the manufacturing process. As a result, a section of the hose could unexpectedly split allowing transmission fluid to leak.

### **DESCRIPTION OF THE SAFETY HAZARD**

If an improperly formed hose were to split and leak transmission fluid, transfer of engine power to the wheels will begin to diminish, leading to vehicle power loss. This could happen without prior warning and may result in a crash.

### **REPAIRS**

To correct this condition, Subaru will check the "lot number" found on the CVT transmission fluid cooler inlet hose. If the "lot number" is one of a specific group, the hose will be replaced with a new one. If the "lot number" is not within the group, the hose was manufactured to specifications and replacement is not necessary. This repair will be performed at no cost to you.

### **WHAT YOU SHOULD DO PROMPTLY**

You should immediately contact your Subaru Dealer for an appointment to have this repair performed.

There are several important precautions you should take until this recall has been performed:

- If you notice a fluid leak, do not operate the vehicle. Immediately contact your Subaru dealer for assistance.
- If you notice a loss of power, carefully steer the vehicle to a safe place on the side of the road. Turn the ignition off and do not operate the vehicle. Immediately contact your Subaru dealer for assistance.

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## **HOW LONG WILL THE REPAIR TAKE?**

The actual time to check the “lot number” on the CVT transmission fluid cooler hose is approximately 12 minutes. It will take an additional 18 minutes if the hose requires replacement. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your dealer flexibility in scheduling.

Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

## **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us.

## **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru Dealer you can access our website at [www.subaru.com](http://www.subaru.com) and select “Find a Dealer”.

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.
- E-mail: Go to [www.subaru.com](http://www.subaru.com) and select “Contact Us”.
- U.S. Postal mail: Write us at Subaru of America, Inc., Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

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

You may also contact the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the dealer 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 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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