

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



SERVICE PROGRAM BULLETIN

APPLICABILITY: 2010~11MY Subaru Legacy & Outback with 6MT
SUBJECT: 6 Speed Manual Transmission Transfer Case

NUMBER: WVS-29
DATE: July 2010

INTRODUCTION

Subaru of America, Inc. has determined that certain 2010 & 2011 Legacy and Outback models equipped with a 6 speed manual transmission were produced with a transmission transfer case that was manufactured without a necessary oil lubrication passage. As a result, certain gears within the transmission could eventually break due to a lack of lubrication. This recall will involve modifying the transmission transfer case by opening the oil lubrication passage at the originally intended location. Additionally, affected vehicles with 6,250 or more miles will require replacement of the main shaft and 3rd through 6th gear set.

There is a potential safety risk associated with this condition. If the transmission gears are not properly lubricated, a groaning sound may begin to develop alerting the driver of a problem. If the sound is ignored and no action is taken, the gears will eventually break and this condition will lead to vehicle power loss, which might result in a crash.

AFFECTED VEHICLES

- 2010 & 2011 Subaru Legacy and Outback with 6MT

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.

MODEL		FROM	TO
2010MY	Legacy	A1246804	A1247399
	Outback	A1382973	A1384758
2011MY	Legacy	B1212324	B1214305
	Outback	B1310402	B1324567

OWNER NOTIFICATION

SOA will prepare and mail an Owner Notification Letter to owners of the affected vehicles on or around July 28, 2010.

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

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<p>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.</p>	<p>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT" 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.

PARTS INFORMATION

Required part replacement is determined by vehicle mileage as follows:

For vehicles with 6,249 or less miles:

On July 16, 2010, SOA automatically shipped each dealer a quantity of repair parts equivalent to their affected inventory and sold units. Dealers may order any additionally needed parts through normal parts ordering procedures.

DESCRIPTION	PART NUMBER
GSKT-CASE RR	32145AA030
GSKT_26.3x32.x1	803926090
Gasket-Exhaust Pipe Rear	44022AA122
Gasket-Exhaust Joint	44616AA030
Gear Oil	SOA635001 – 1 Qt. Qty. for Claims Purposes only. (K0322AA093 – 5 Gallon Pail)

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For vehicles with 6,250 or more miles:

Please Do Not Stock Order This Part.

Main shaft and gear set replacement is only necessary when odometer mileage is 6,250 or greater. Since the number of affected vehicles with 6,250 or more miles is relatively low and part availability limited, dealers should not stock order this part. To place an order, dealers will need to contact a Parts Information Coordinator at 1-888-742-7278 for assistance. The VIN and vehicle mileage will be requested at the time the order is placed. The part will be shipped prepaid next day air.

DESCRIPTION	PART NUMBER
Transmission Gears and Gasket Set	32001AA360 – 1 Qty. Note: This part will be available on or around August 1, 2010.
Locking Washer - Pinion Shaft	803520030 – 1 Qty.
Locking Nut - Pinion Shaft	802620100 – 1 Qty.
Gear Oil	SOA635001 – 1 Qt. Qty. for Claims Purposes only. (K0322AA093 – 5 Gallon Pail)

SPECIAL TOOLS

Repairs associated with this recall require the use of a special tool kit. Each dealer that has either sold or has an affected vehicle in inventory was automatically sent a Transmission Drilling Tool Kit p/n SOA008T001 on or around July 15, 2010.

Note: Due to the low number of affected vehicles, not all dealers will encounter vehicles requiring repair. Therefore, dealers that did not automatically receive a tool kit should only order the tool kit when and if it is needed.

RENTAL CAR

For retail customers, SOA will pay the cost of a one-day car rental when an affected vehicle has 6,250 or more miles and requires transmission main shaft and gear set replacement.

Repairs must begin and parts ordered on the same day the vehicle arrives for service.

The one-day car rental charges should be included with the Recall/Campaign claim submission. See the Claim Submission section of this bulletin for claim entry instructions.

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SERVICE PROCEDURE

This recall will involve modifying the transmission transfer case by opening the oil lubrication passage at the originally intended location.

Check the vehicle odometer.

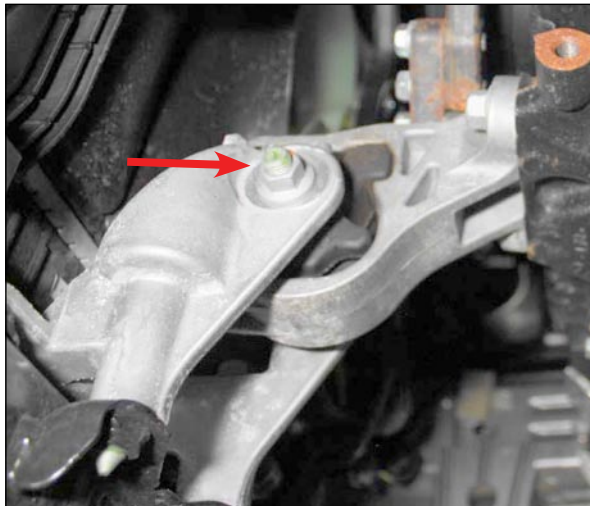
For vehicles with 6,250 or more miles, proceed to page 8 of this bulletin.

For vehicles with 6,249 or less miles, proceed as follows:

- 1) Record preset radio stations
- 2) Position the vehicle on a lift and put the transmission in neutral.
- 3) Disconnect the negative battery cable.
- 4) Refer to Technical Reference Booklet for 2010 New Technology Training (Module 919) to install special tool J-50135 (Engine Support Bridge).

Note: For this procedure only, it is not necessary to replace the rear engine support hook with ST J-50136 as the entire engine weight is not being supported.

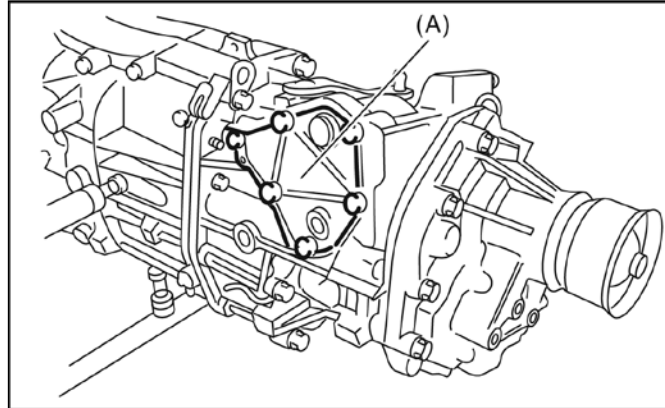
- 5) With engine weight supported by ST, remove the horizontal bolt from the front engine mount.



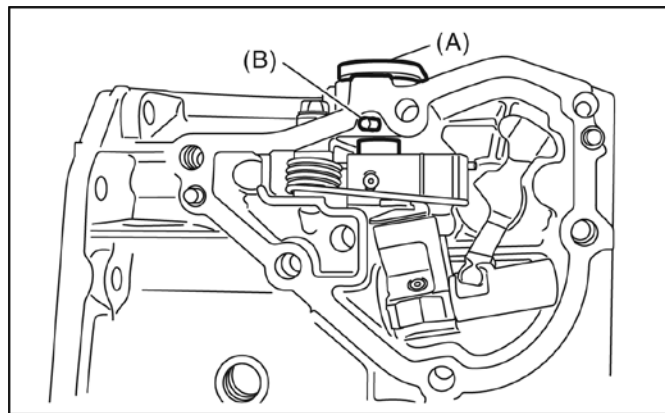
- 6) Refer to the appropriate service manual to perform the following procedures:
 - Remove the air intake boot assembly
 - Remove the center exhaust pipe
 - Remove the propeller shaft
 - Remove the transmission cross member
 - Remove the rear transmission mount
 - Drain transmission fluid.
- 7) Use the engine support bridge to raise the front of the engine so the bottom of the engine mount bolt hole is at the top of the engine mount bracket. This will lower the back of the transmission to allow for transfer case removal.
- 8) Refer back to the service manual to perform the following procedures:
 - Disconnect the wiring harness connectors from transfer case
 - Remove wiring harness bracket
 - Remove shift cables from transmission

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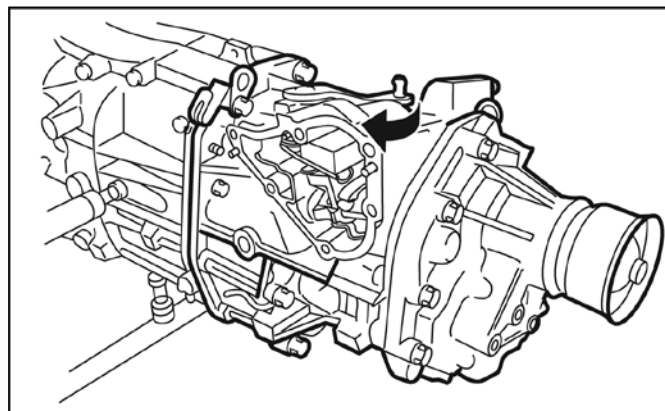
- 9) Remove transmission cover (A) carefully as there is a spring and plunger on the backside of the cover. Be careful not to drop the spring and plunger.



Note: Remove straight pin (B) and set aside. Selector Lever (A) will remain in place
Caution: Do not drop straight pin into transmission.



- 10) Set and hold the selector lever to the 1st-2nd side, and remove the transfer case and extension case assembly as a unit.



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11) Remove oil guide



- 12) Install clear plastic protector plate into transmission side of transfer case. Push the cover into the transfer case as far as possible. The cover should be bottomed-out so the filings drop out of the case when drilling.



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- 13) Use the included C-clamps to secure the transfer case to a workbench.



- 14) Before installing the jig to the transfer case, ensure that the drill bit moves freely within the guide. If the drill bit catches the bracket on the backside of the jig, lightly tap the bracket to allow free movement of the drill bit.
- 15) Install the jig to the transfer case and secure with 2 bolts, one at the top and one at the bottom of the jig.



- 16) Attach an adequate vacuum source to the suction hose of the jig.

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- 17) With the vacuum running, drill the transfer case through the drill bit guide. Do not drill past the paint mark on the drill bit.

Caution: Be sure to wear safety glasses when drilling.

Note: Drill slowly to prevent large pieces of aluminum from clogging suction hose.



- 18) Remove the jig.
- 19) Use a round file to remove any burrs on the newly drilled hole in the transfer case.
- 20) Remove any remaining filings from both sides of the new hole with brake cleaner and wipe with a clean rag.
- 21) Remove C-clamps and remove clear plastic protective cover. Again, check for metal filings in the transfer case cavity and clean as necessary.
- 22) Reinstall oil guide.
- 23) Reinstall transfer case in reverse order of removal.
- 24) Reconnect negative battery cable.
- 25) Reset radio stations.

For vehicles with 6,250 or more miles, replacement of the main shaft and 3rd through 6th gear set will be required. As indicated in the following repair procedure, a special “Transmission Gears and Gasket Set” is available for this repair.

Proceed as follows:

- 1) Record preset radio stations.
- 2) Position the vehicle on a lift and put the transmission in neutral.
- 3) Disconnect the negative battery cable.
- 4) Referring to the applicable Service Manual, remove the transmission from the vehicle and follow the repair procedure for replacing the main shaft along with the 3rd & 4th, 5th and 6th gear sets including bearings, sleeves and hubs, and syncro set. Since the gears are supplied as sets, it is also necessary to replace related gears on the Pinion Shaft. (Parts requiring replacement are contained in the “Transmission Gears and Gasket Set” part number 32001AA360. In addition, part numbers 803520030 - qty 1 (Locking Washer - Pinion Shaft) and 802620100 - qty 1 (Locking Nut - Pinion Shaft) are also required.)

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Note: The kit contains repair parts for turbo and non-turbo models. Specifically, the 5th and 6th gear sets are different. They can be identified as follows:

DESCRIPTION	PART NUMBER
Gear Set - 5th Non-turbo	32315AB500
Gear Set - 5th Turbo	32315AA510
Gear Set - 6th Non-turbo	32317AA020
Gear Set - 6th Turbo	32317AA010

- 5) Before reinstalling the transfer case, open the oil passage by following the procedures beginning with step 11 on page 6 of this bulletin.
- 6) Reassemble the transmission and reinstall in vehicle. Add gear oil part number K0322AA093.
- 7) Reconnect negative battery.
- 8) Reset radio stations.
- 9) Road test vehicle to ensure proper operation.

SERVICE PROGRAM 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 the Subaru Claims Helpline at 1-866-782-2782.

SUBARU
Campaign Code
WVS-29
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

Transfer case repair only (Vehicles with 6,249 or less miles)

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WVS-29	A132-251 2.1 hrs.	6MT Transfer Case Repair

Transfer case repair and gear replacement (Vehicles with 6,250 or more miles)

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WVS-29	A132-258 7.7 hrs.	6MT Transfer Case Repair & Gear Replacement

For vehicles requiring main shaft and gear replacement only:

Rental Car Charges: If applicable, rental car charges should be entered on the RC claim in the Rental field.

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OWNER NOTIFICATION LETTER

**Important Safety Recall Notice
Subaru Recall Campaign WVS-29
NHTSA Recall No. 10V-326
July 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 and 2011 Legacy and Outback models equipped with a 6 Speed Manual Transmission.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that the transmission transfer case in your vehicle was manufactured without a necessary oil lubrication passage as originally intended. As a result, certain gears within the transmission could eventually break due to a lack of lubrication.

DESCRIPTION OF THE SAFETY HAZARD

If the transmission gears are not properly lubricated, a groaning sound may begin to develop alerting the driver of a problem. If the sound is ignored and no action is taken, the gears will eventually break and this condition will lead to vehicle power loss, which might result in a crash.

REPAIRS

To correct this condition, Subaru will modify the transmission transfer case by opening the oil lubrication passage at the originally intended location. If it is determined at that time that components within the transmission may have been compromised due to a lack of lubrication, those components will also be replaced. 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.

PRECAUTIONS YOU SHOULD TAKE

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

- If you notice a groaning sound coming from the transmission area while driving, discontinue use of the vehicle and 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 modify the transmission transfer case is approximately 2 hours and 6 minutes. If transmission components require replacement, the total repair time will be approximately 7 hours and 42 minutes. 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 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 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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