

**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:** 2012MY Legacy, Outback &  
 Impreza (except WRX & STI)  
**SUBJECT:** Brake Master Cylinder

**NUMBER:** WVY-35  
**DATE:** November 2011

**INTRODUCTION**

Subaru of America, Inc. has determined that certain 2012 Legacy/Outback and Impreza (except WRX & STI) models may be equipped with a brake master cylinder that could malfunction and cause an increase in the amount of brake pedal travel distance required to slow or stop the vehicle. As a result, the driver might misjudge the amount of brake pedal travel required to achieve the desired stopping distance. This could occur unexpectedly and without prior warning.

In vehicles experiencing this condition, the driver will initially encounter a soft pedal feel and may momentarily perceive a sense of loss in braking power while the pedal is being pressed lightly. This will only continue until the pedal is pressed downward approximately two (2) more inches. Effective braking function will be achieved at that point, making it possible to slow or stop the vehicle.

This recall will involve checking the brake master cylinder part number stamped on the housing and, if necessary, replacing the master cylinder.

**AFFECTED VEHICLES**

- 2012MY Subaru Legacy & Outback.
- 2012MY Subaru Impreza (except WRX & STI)

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).**

	MODEL	FROM	TO
2012MY	Legacy	C*008608	C*015679
	Outback	C*216490	C*232791
	Impreza Sedan	C*002001	C*010315
	Impreza Wagon	C*200001	C*209529

\* Various Characters may occupy this position

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## OWNER NOTIFICATION

SOA will prepare and mail Owner Notification Letters to owners of affected vehicles on or around December 5, 2011.

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

## 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.**

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## REPAIR PARTS

Parts started to ship to dealers on Wednesday November 23rd. These next day air shipments are prioritized based on the oldest retailed VINs for Legacy / Outback and the oldest sold orders for Impreza. These orders will continue to be shipped next day air on a daily basis as soon as parts are received at our distribution centers. Dealers should not attempt to order these parts until further notice. It is anticipated that we will be able to supply all parts requirements for Legacy / Outback retailed units during the week of December 5th and all Impreza sold units by the week of December 12th. For reference, these initial shipments will include the applicable VIN as part of the parts order number.

### Dealer Priority Process

In line with our shipping priority, we are requesting that dealers prioritize repairs for retailed units for Legacy / Outback and sold orders for 2012 Impreza.

### Legacy & Outback

MODEL	DESCRIPTION	PART NUMBER
Legacy & Outback	Brake Master Cylinder Kit	26449AJ000

The kit contains the following components:

QUANTITY	DESCRIPTION	PART NUMBER
1	Brake Master Cylinder	26401AJ000
1	Seal Kit	26497AG010

### Impreza 5MT

MODEL	DESCRIPTION	PART NUMBER
Impreza 5MT	Brake Master Cylinder Kit	26449FJ000

The kit contains the following components:

QUANTITY	DESCRIPTION	PART NUMBER
1	Brake Master Cylinder	26401FJ060
1	Seal Kit	26497AG010

### Impreza CVT

MODEL	DESCRIPTION	PART NUMBER
Impreza CVT	Brake Master Cylinder Kit	26449FJ010

The kit contains the following components:

QUANTITY	DESCRIPTION	PART NUMBER
1	Brake Master Cylinder	26401FJ070
1	Seal Kit	26497AG010

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## INSPECTION PROCEDURE

The countermeasure parts can be identified by the stamping of the last 5 characters of the part number on the end of the cylinder housing.

The countermeasure part numbers are:

2012 Impreza MT	26401 <b>FJ060</b>
2012 Impreza CVT	26401 <b>FJ070</b>
2012 Legacy/Outback	26401 <b>AJ000</b>

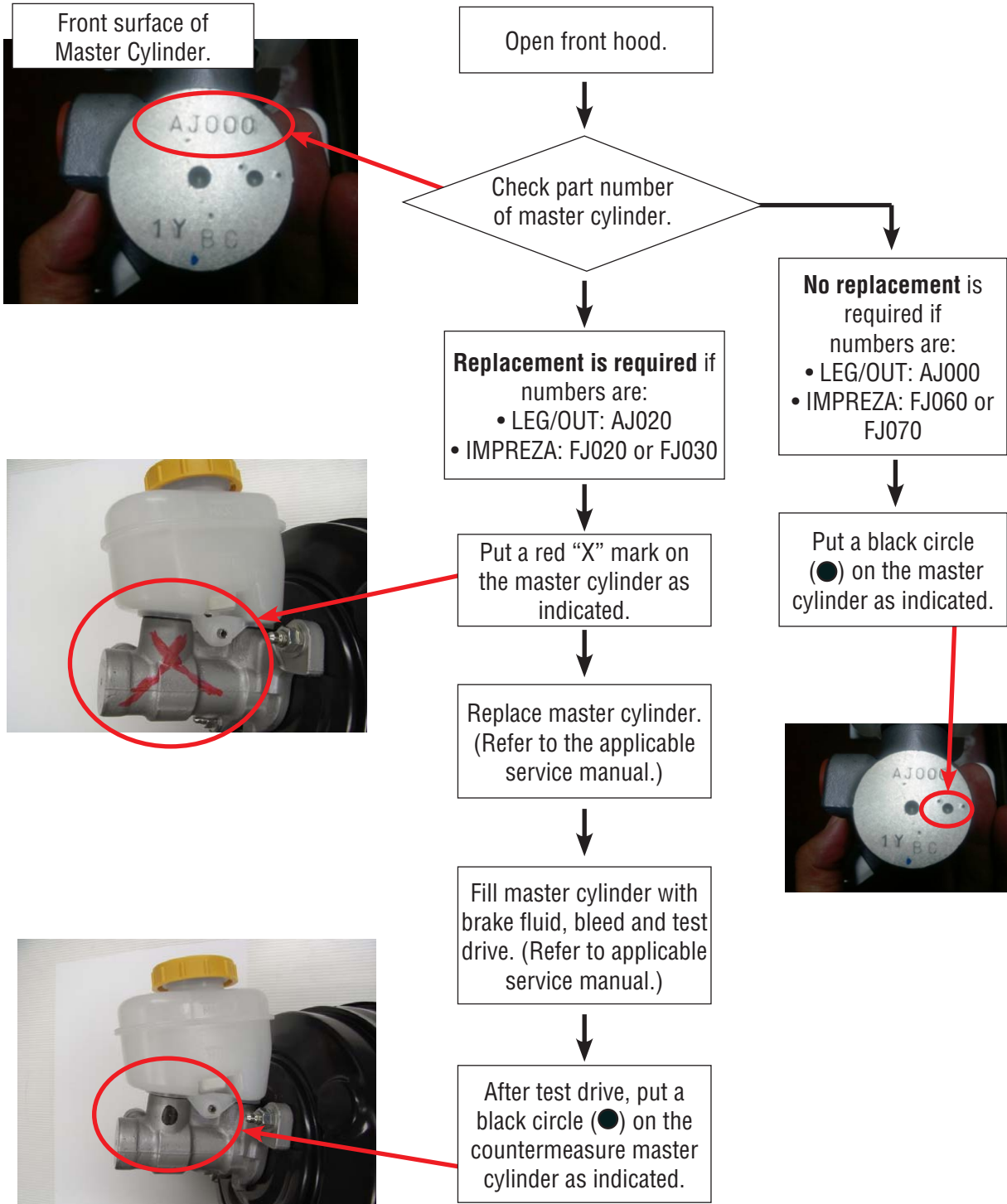
**NOTE:** Some early production Legacy and Outback were produced with the AJ000 master cylinder, and do not require replacement. Always confirm that the vehicle is affected by checking VIN applicability on Subarunet and verify applicability of any parts by the stamping prior to removal or installation.

Location of Partial Part Number stamping.



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Follow the steps below for inspection and replacement of master cylinder assembly. It is important to put a mark on the part for each procedure to ensure that the step was completed.



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## REPAIR PROCEDURE

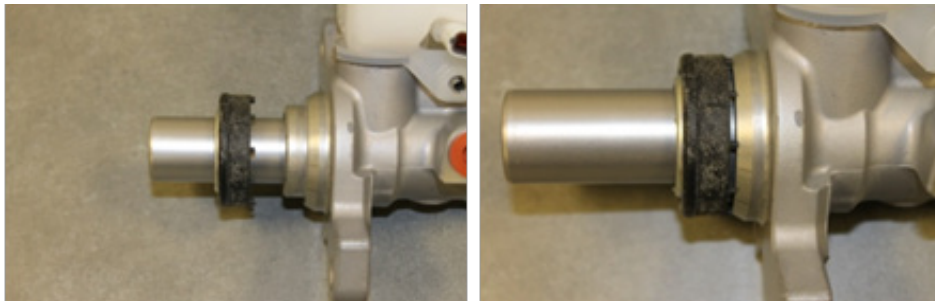
The brake master cylinder must be replaced with a modified part as described. Follow the Subaru Service Manual for the specific model vehicle for instructions. Follow all safety and technical practices, etc.

Brake fluid will damage any painted surface. Protect all surfaces of the body and chassis from brake fluid drips. Wash any drips off immediately and inspect for damage.

Brake fluid is hygroscopic. Only use new Genuine Subaru Brake Fluid from a sealed container.

### Cautionary Tips

1. Master Cylinder Removal:
  - a) To prevent brake fluid from dripping on the chassis, engine and suspension components, insert an industrial absorbent mat under the cylinder.
  - b) Drain the cylinder completely using a syringe prior to removing the brake pipes or clutch cylinder hose (MT).
  - c) Immediately plug the brake pipe openings and clutch hose (MT) to prevent leakage and air/contamination entry.
2. Seal Installation on New Master Cylinder:
  - a) Before installing the seal on the new master cylinder, ensure that the piston rod is free of any contamination or moisture.
  - b) Apply grease to the piston rod, seal and booster bore.
  - c) After greasing the piston rod and seal, do not allow the piston rod or seal to become contaminated.
  - d) Install the seal in the direction shown, and ensure that it is seated with the nibs touching the base on the cylinder bore.



- e) Make sure that the piston rod is fully inserted, but not compressed into the cylinder bore before installing the cylinder to the brake booster.
3. Follow Brake Bleeding procedures in the Service Manual for Master Cylinder Replacement, including the “Sequence Control” procedure.

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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 Warranty Claims Helpline at 1-866- 782-2782.

<b>SUBARU</b>
Campaign Code
<b>WVY-35</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).

<b>CLAIM TYPE &amp; CAMPAIGN CODE</b>	<b>MODEL</b>	<b>LABOR</b>	<b>LABOR OPERATION</b>
RC WVY-35	All	A153-388 0.2 hrs.	Brake Master Cylinder Inspection Only
	All Legacy & Outback Impreza equipped with CVT	A153-328 0.9 hrs.	Brake Master Cylinder Inspect and Replace. Includes bleeding brake system.
	Impreza equipped with MT		

If Master Cylinder replacement is required, use the following part number for Subaru Genuine Brake Fluid (12 oz.) for each bottle on your claim submission: SOA635004.

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# OWNER NOTIFICATION LETTER

Subaru of America, Inc.  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000  
www.subaru.com

Important Safety Recall Notice  
Subaru Recall Campaign WVY-35  
NHTSA Recall No. 11V-562  
December 2011

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 some 2012 model year Subaru Legacy and Outback vehicles.

## **DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that your vehicle may be equipped with a brake master cylinder that could malfunction and cause an increase in the amount of brake pedal travel distance required to slow or stop the vehicle. As a result, the driver might misjudge the amount of brake pedal travel required to achieve the desired stopping distance. This could occur unexpectedly and without prior warning.

In vehicles experiencing this condition, the driver will initially encounter a soft pedal feel and may momentarily perceive a sense of loss in braking power while the pedal is being pressed lightly. This will only continue until the pedal is pressed downward approximately two (2) more inches. Effective braking function will be achieved at that point, making it possible to slow or stop the vehicle.

## **DESCRIPTION OF THE SAFETY HAZARD**

If the brake master cylinder were to malfunction, brake pedal travel distance will increase. The driver might misjudge the amount of brake pedal travel required to achieve the desired stopping distance, increasing the risk of a crash.

## **INSPECTION / REPAIR**

To correct this condition, Subaru will inspect and, if necessary, replace the brake master cylinder. This repair will be performed at no cost to you.

## **WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to have the brake master cylinder inspected and replaced if necessary.

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

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- If you experience the condition described above while braking, continue to apply steady pressure on the brake pedal until the vehicle comes to a stop. Immediately contact your Subaru dealer for assistance.
- Always maintain a safe distance from other vehicles while driving. The normally recommended minimum distance is one car length of space for every 10 mph of speed.
- As a precautionary measure, it is highly recommended that you use extra care while operating the vehicle in confined areas such as parking lots and while parking your vehicle in a garage, car port or other structure.

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

The actual time to perform the inspection is approximately 10 minutes. It will take an additional 1 hour if the brake master cylinder 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".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wvy35.service-campaign.com>

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. ET and Friday between 10:30 a.m. and 5:00 p.m. ET.
- 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

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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.)*

*A subsidiary of Fuji Heavy Industries Ltd.*