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SUBARU

Fuji Heavy Industries U.S.A., Inc.

c/o Subaru of America
Subaru Plaza
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Cherry Hill, NJ 08034-6000
856-488-8500
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March 4, 2013
Ref. No.: GR13-016

Ms. Nancy Lummen Lewis
Associate Administrator for Enforcement,
National Highway Traffic Safety Administration
Attention: Recall Management Division (NVS-215)
1200 New Jersey Ave. SE
Washington, DC 20590

RE: Part 573 Defect Information Report – Wiper Motor Bottom Cover Melting on 2012 Subaru Legacy and Outback Vehicles

Dear Ms. Lewis,

In accordance with 49 CFR Part 573, "Defect and Noncompliance Responsibility and Reports," Fuji Heavy Industries USA, Inc. on behalf of Subaru of America, Inc. and Fuji Heavy Industries, Ltd., submits the enclosed notification and report concerning a defect in the Front Wiper Motor Bottom Cover on certain 2012 model year Subaru Legacy and Outback vehicles sold in the United States. Our internal designation for this recall campaign is: WVV-32.

Note: The purpose of this report is to notify NHTSA that 16 new vehicles (**ALL** 2012MY Subaru Legacy/Outback) have been added to a previous NHTSA Recall Campaign announced in September 2011 (NHTSA Campaign Number: 11V-469) which involved certain 2010-2011MY Legacy/Outback vehicles.

If you have any questions on the enclosed report, please contact me at (443) 430-3619 or jfro@subaru.com.

Sincerely,

A handwritten signature in black ink, appearing to read "John Frooshani".

John Frooshani
Safety Activities Manager
Government Relations
Fuji Heavy Industries USA, Inc.

Defect Information Report (49 CFR Part 573.6)

573.6(c)(1) - Manufacturer's Name

Vehicle Fabricating Manufacturers:

Fuji Heavy Industries, Ltd. ["FHI"]
1-7-2 Nishi-Shinjuku
Shinjuku-ku
Tokyo 160-8316, Japan

Subaru of Indiana Automotive, Inc. ["SIA"]
5500 State Road 38 East
Lafayette, Indiana 47903

Designated U.S. Agency:

Fuji Heavy Industries USA, Inc.
2235 Rt. 70 West
Cherry Hill, NJ 08002

573.6(c)(2)(i) - Identification of Vehicles Containing the Defect

Based on vehicle production records, we have determined from production dates that the recall affected passenger car population is as follows:

Make: Subaru
Model Year(s): 2012
Model(s): Legacy and Outback Vehicles
Production Dates: Certain vehicles manufactured from April 6, 2011 through May 12, 2011
VINs: Please refer to the following table

Year	Model	Affected VINs
2012	Legacy	C3002002, C3002006, C3002008, C3002010, C2002011, C2002012, C3002013, C1002014, C3002015, C3002005
2012	Outback	C2200005, C3200006, C2200008, C3200009, C3200012, C3200004

573.6(c)(3) - Total Number of Vehicles Potentially Containing the Defect

Year	Model	Number of Vehicles Potentially Involved
2012	Legacy	10
2012	Outback	6
	Total	16

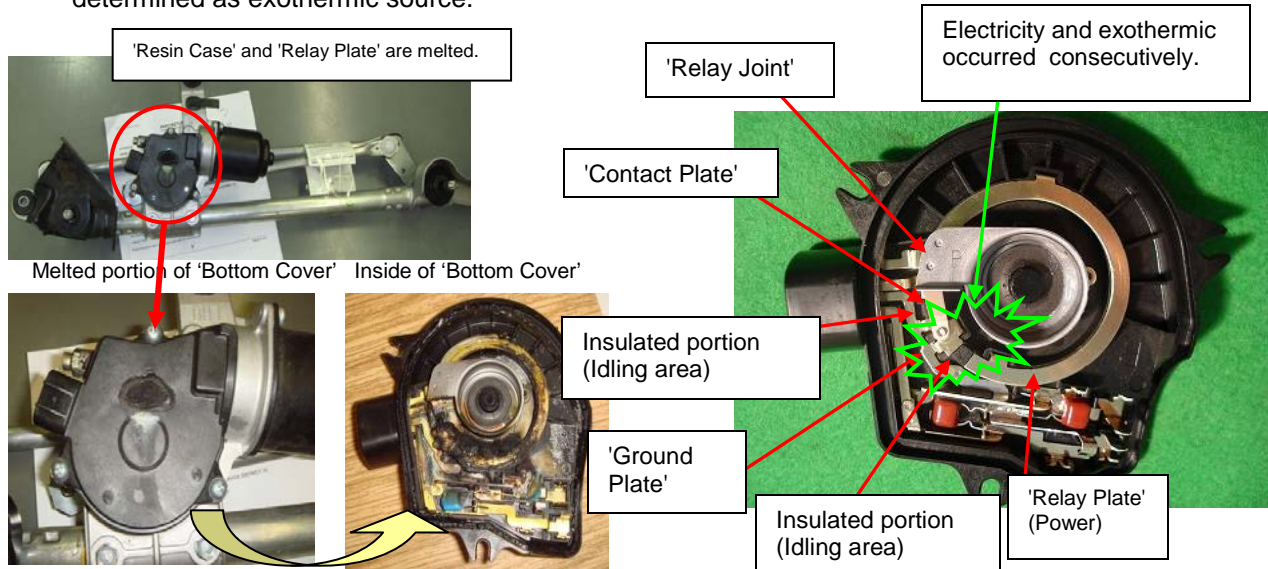
573.6(c)(4) - Percentage of Vehicles Estimated to Actually Contain the Defect

It is not possible to determine an estimated percentage. We have received 1 QMR (Quality Monitoring Report) of the problem from U.S.A.

573.6(c)(5) - Description of the Defect

(1) Evaluation result of returned parts

Melting damage was confirmed on resin case of "bottom cover" and internal "relay plate". "Relay plate" was most severely damaged before the insulated portion (idling area), which was determined as exothermic source.



(2) Failure occurrence mechanism

- Movement of wiper arms is restricted to the position before auto stop due to external source like accumulated snow on cowl panel.
- Under these circumstances, wiper arms move slightly increasing wiper assembly bending after trying to return to the auto stop position. The contact point comes away from the "relay plate" in "wiper motor".
- Then "wiper arms" slightly turn the other way due to reaction force of bending, and the contact point touches "relay plate" (ground power) again.
- The contact point chatters (*) at boundary between "relay plate" and "insulating portion" according to repetition of movement b) and c) above. (*The switch turns on and off frequently.)
- Carbonization of "insulating portion" will start and progress due to occurrence of electric sparks.
- As carbides form a path to allow electricity current flow, it will flow in "relay plate" and "ground plate," generating heat, which will lead to melting of the "bottom cover" assembly.

(3) Cause of the Defect

- Interference occurs between "relay joint brim" and "worm wheel" due to improper clearance dimension.
- Continuous chatter occurred while drawing "contact point" current when movement of wiper arms was restricted due to a certain external source.
- In case the wipers were used continuously under the condition, the insulating portion will be carbonized to allow electricity current flow, which may lead to heat and melting of "bottom cover" assembly.

(4) Consequence

The windshield wiper motor bottom cover can internally catch fire in the worst case.

573.6(c)(6) - Chronology of Principal Events

- September 6, 2011: Subaru submitted a DIR of the WVV-32 recall (Wiper Motor) on certain 2010 and 2011MY Legacy and Outback Vehicles to NHTSA.
- February 15, 2013: Wiper motor problem (smoke coming from wiper motor due to electrical short) was reported on a 2012MY vehicle driven by an SOA employee via QMR (Quality Monitoring Report).
- February 18, 2013: FHI's investigation revealed that the wiper motor of the reported 2012MY vehicle had not been remedied as it should have per WVV-32.
- February 27, 2013: FHI's further investigation estimated that the unmodified wiper motor may possibly have existed in certain 2012MY pre-production Legacy and Outback vehicles.
- March 4, 2013: Subaru submitted a new DIR to NHTSA to include these potentially affected 2012MY pre-production Legacy and Outback vehicles.

573.6(c)(8) - Description of the Manufacturer's Remedy Program

(i) The remedy plan calls for dealers to replace the front wiper motor bottom cover assembly with a new one.

(ii) Subaru of America, Inc. notified customers on February 22, 2013. Remedy parts are available now for all of the affected units. There is no need to notify dealers since the cars have already been sold.

573.6(c)(10) - Submission of Recall Communications

Fuji Heavy Industries USA, Inc. previously provided copies of all notices, bulletins and other recall related communications.

573.6(c)(11) - Manufacturer's Campaign Number

Our identification code for this recall campaign is: WVV-32.

577.5(a) - Submission of Owner Notification Letter

A copy of the owner notification letter was submitted to NHTSA's Recall Management Division on September 19, 2011 and approved on September 20, 2011.