

**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:** 2013 Subaru Legacy/Outback  
**SUBJECT:** Steering Column Disengagement

**NUMBER:** WQI-45  
**DATE:** May 2013  
**REVISED:** May 22, 2013

Subaru has determined that a defect, which relates to motor vehicle safety, exists on 5,379 2013MY Subaru Legacy and Outback vehicles.

The steering column may not have been manufactured to specification. During the manufacturing process, the steering column shafts may not have been “press-fitted” sufficiently. This could allow the shafts to disengage from one another. If this were to happen, the driver would lose the ability to steer the vehicle and a crash could occur.

This recall will involve replacing the steering column on all affected vehicles

### AFFECTED VEHICLES

Certain 2013 Legacy and Outback vehicles.

Affected vehicles are identified in the VIN range chart below. NOTE: Not all vehicles within the range are affected. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function at Subarunet.com.

MODEL		FROM	TO
2013	LEGACY	D*002001	D*003605
2013	OUTBACK	D*200001	D*204233

\* Various Character may occupy this position

**Recall coverage for all potentially affected vehicles must be confirmed by using Vehicle Coverage Inquiry in Subarunet.**

**Dealer Affected VIN lists:** Dealers will be sent their affected VIN list by their Regional/Zone office.

### OWNER NOTIFICATION

Owner notification letters were mailed on May 14, 2013.

A copy of the owner notification letter is included at the end of this bulletin.

In addition to notification by mail, vehicle owners with a valid email address and MySubaru subscribers will also be notified electronically.

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## TOWING

In the event a vehicle owner prefers not to operate the vehicle until repairs are performed, dealers are requested to assist in making necessary arrangements to have the vehicle towed to the nearest dealer. Towing can be submitted for cost on the recall claim.

## 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 & SSLP). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or 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, used, demo or SSLP 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 & SSLP) 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

Repair parts are available. It is suggested that parts be ordered at the time a customer contacts a dealer to schedule an appointment. This will ensure the necessary parts are available on the day a customer brings their vehicle in for service.

MODEL	DESCRIPTION	PART NUMBER	ADDITIONAL COMMENTS
Legacy & Outback	Steering Column	34500AJ13A	Normal Key
Legacy & Outback	Steering Column	34500AJ14A	Keyless Access
Legacy & Outback	Fixer Bolt	83140GA000	2 required per vehicle

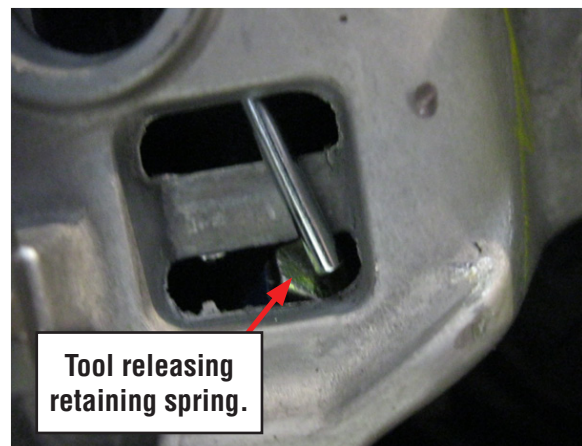
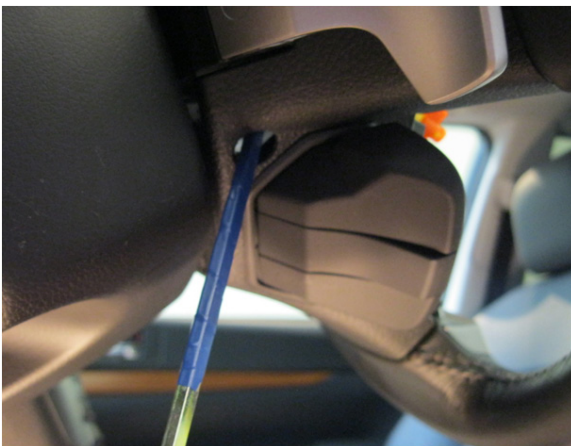
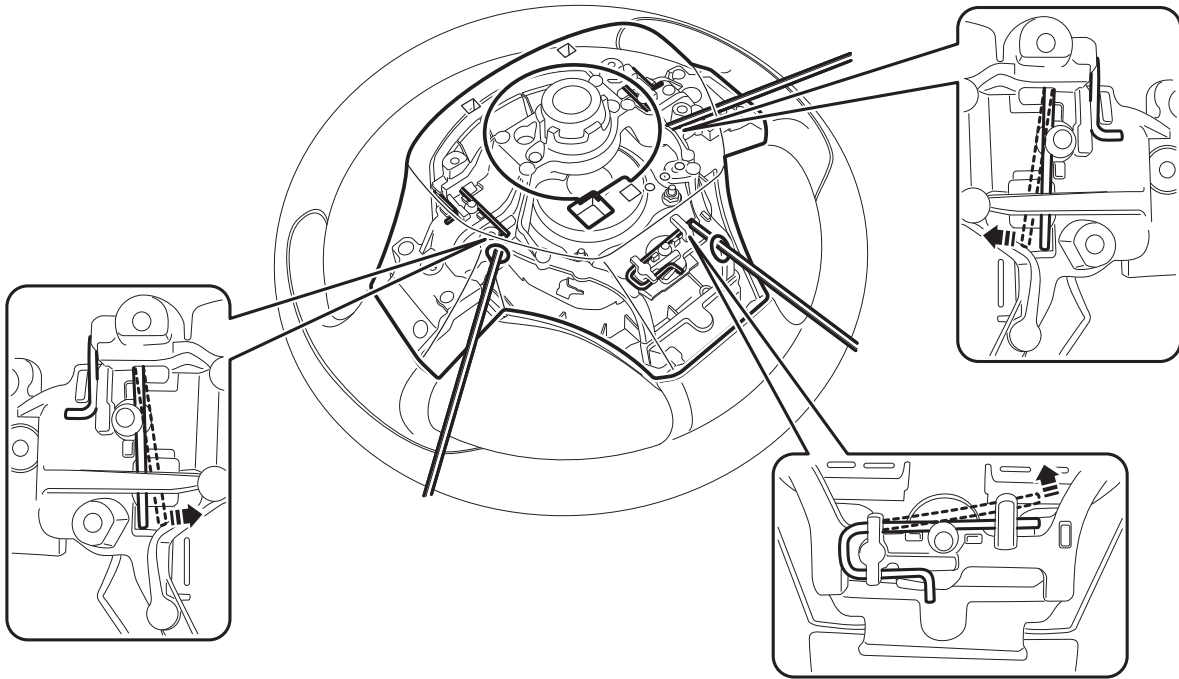
## SERVICE PROCEDURE

The repair procedure for this safety recall will involve replacement of the steering column.

**Read the entire procedure before starting. NOTE:** With the front wheels pointed straight ahead, park the vehicle so it can be later raised on a lift. Make sure the vehicle moves straight ahead prior to parking for proper roll connector and steering wheel alignment.

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1. Record the customer's radio station presets (and navigation system favorites if applicable).
2. Place the steering wheel in a straight ahead position. Adjust the tilt position to the lowest position then lock the tilt lever.
3. Disconnect the ground cable from the battery and wait at least 60 seconds to ensure airbag system is de-energized before proceeding further.
4. Use a long allen wrench wrapped with electrical tape to release the locks on the airbag module. **NOTE:** A moonroof hex head tool works well as an alternative.

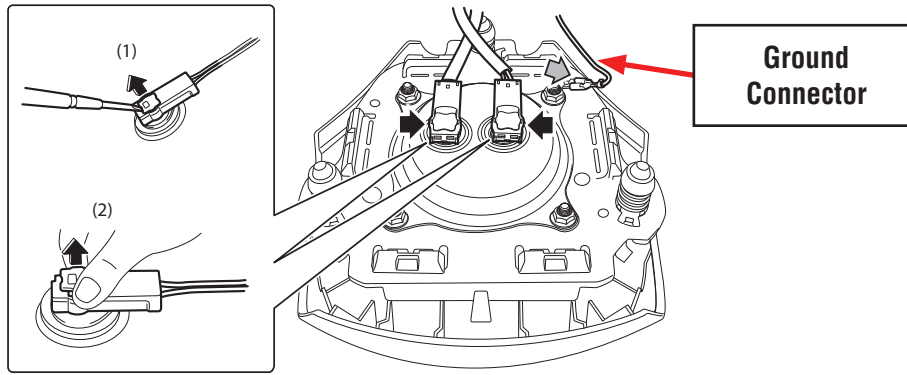


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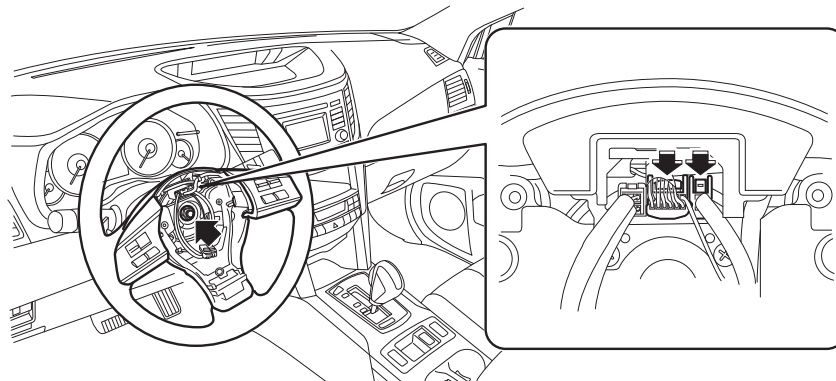
5. **CAREFULLY** lift the airbag module from the steering wheel then turn it over to expose the harness connectors.

Disconnect the airbag harness horn wire by using a small flat-blade screwdriver as shown below.

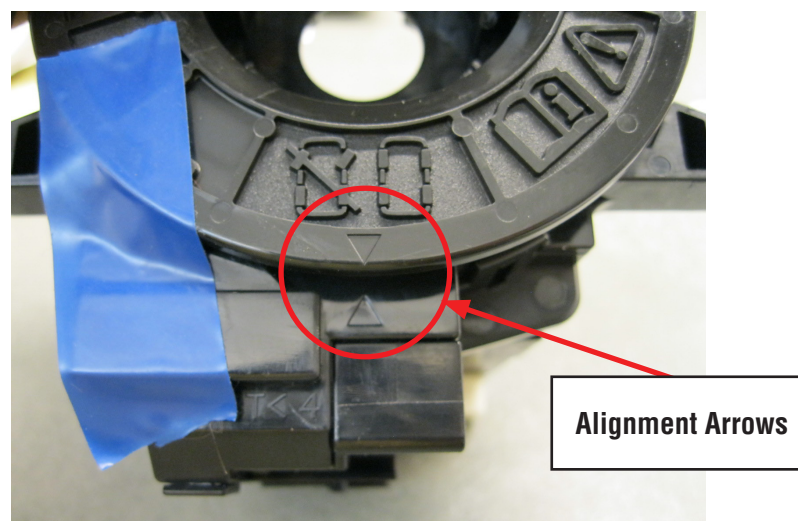
Gently pry the push lock connectors upward to unlock then pull the connectors to disconnect from the driver's airbag module. Remove the airbag module assembly from the vehicle and place in a clean safe place.



6. Disconnect the steering wheel wiring harness connector from the roll connector.



**IMPORTANT:** While removing the steering wheel, and after the steering wheel is removed, make sure the roll connector is not turned from its original arrows aligned (neutral) position as shown below. **NOTE:** Use tape to keep it from turning during and after removal.

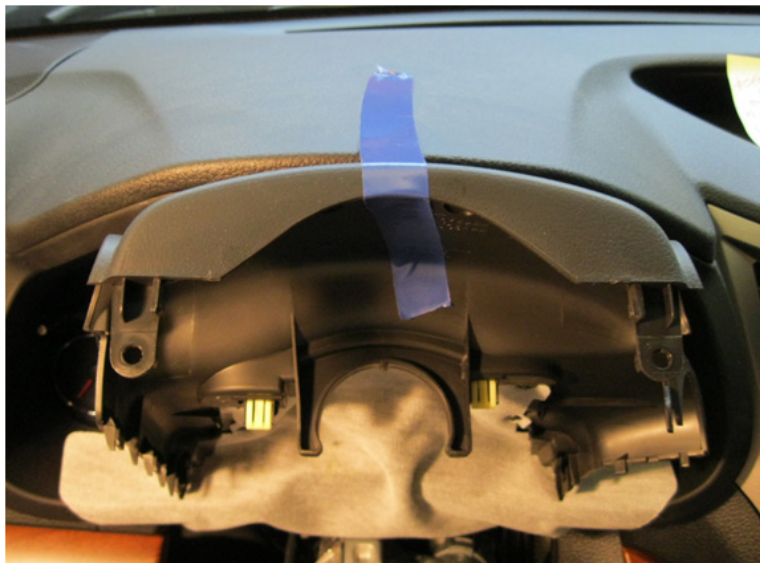
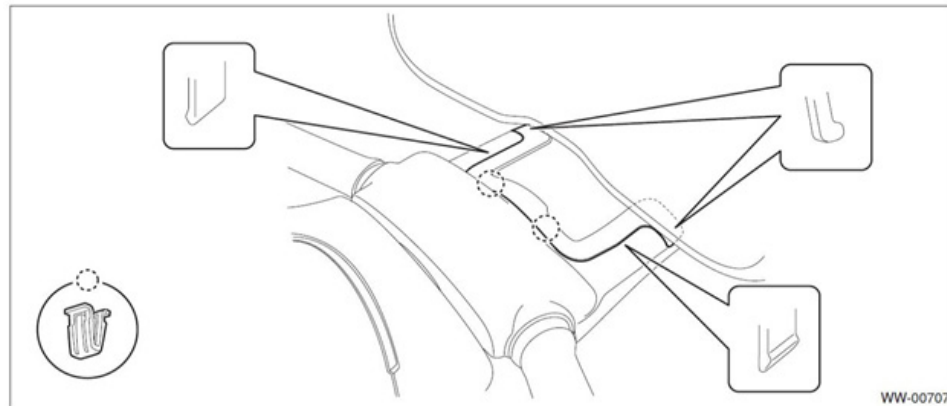
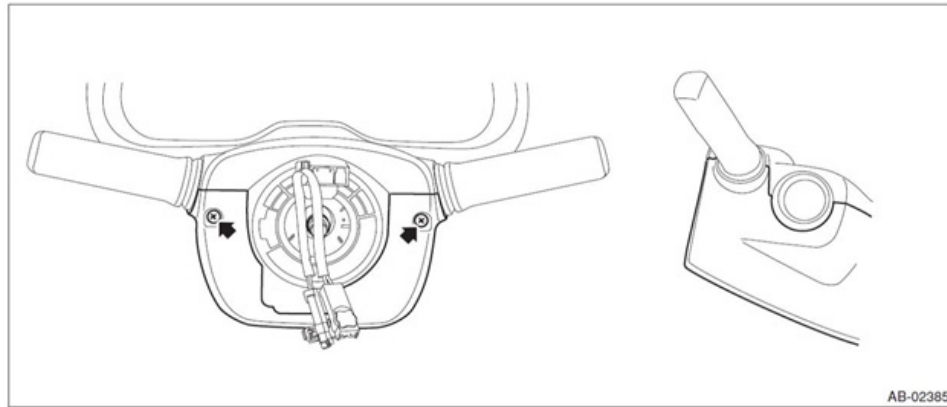


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7. Remove the steering wheel nut then carefully remove the steering wheel assembly from the steering column shaft using a steering wheel puller.

**IMPORTANT:** Always use a steering wheel puller to avoid deforming the steering wheel.

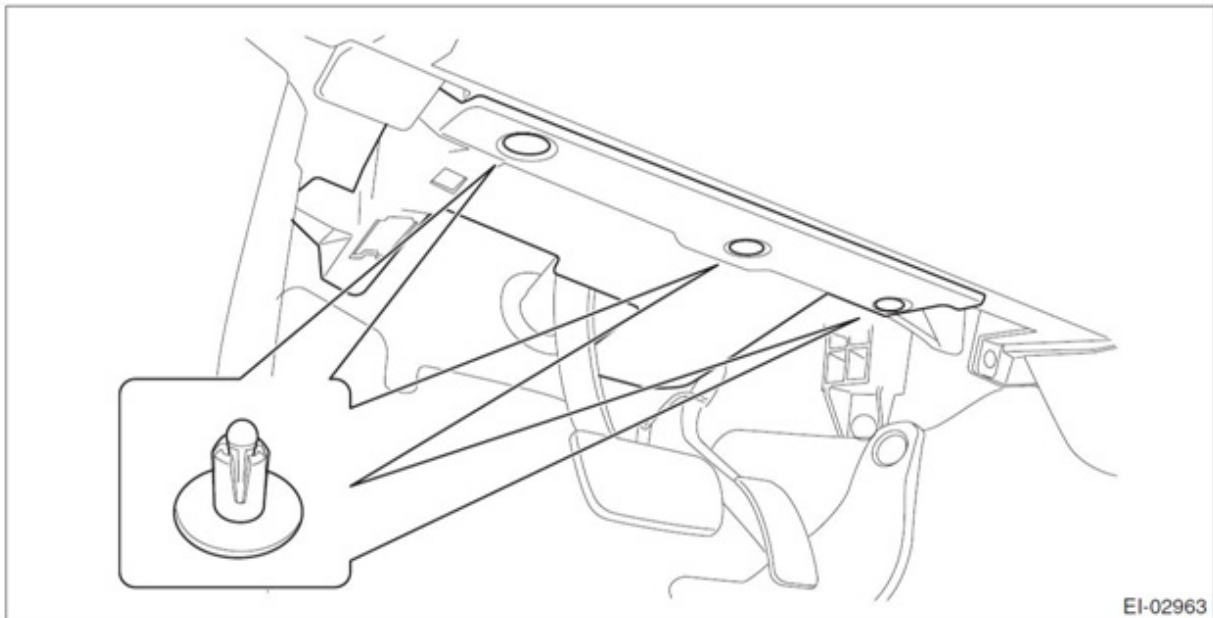
8. Lower the tilt lever of the steering column.
9. As shown in the illustrations below, remove the 2 screws from the upper cover, then carefully release the retaining claws to separate the upper and lower column covers and remove the lower steering column cover. Secure the upper column cover to the combination meter hood with painter's or similar low adhesive tape as shown below.



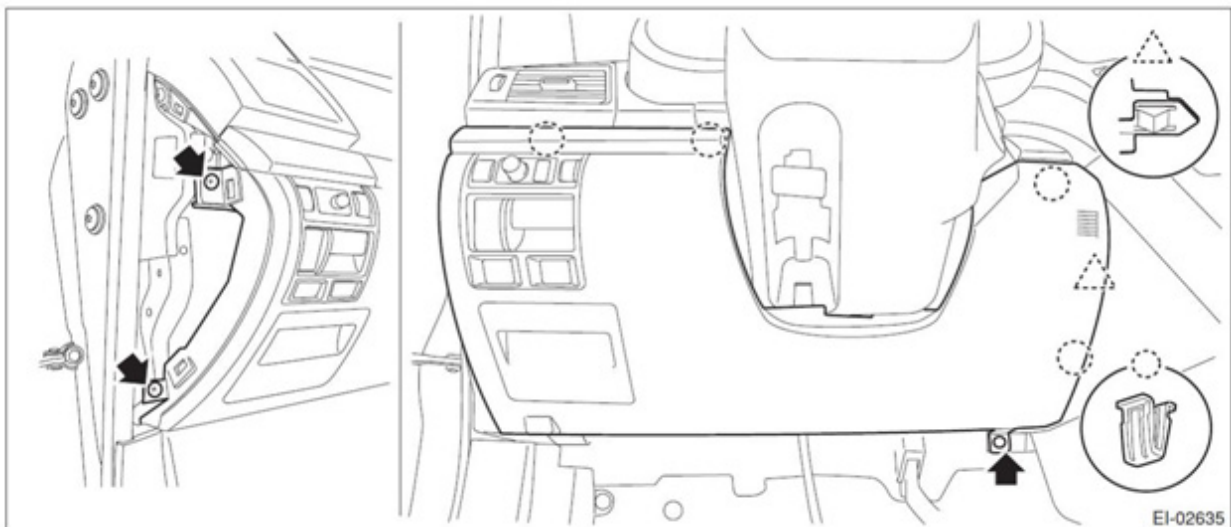
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10. Remove the left side instrument panel end cover.
11. Remove the retaining clips and the data link connector from the instrument panel under cover (as shown below) then remove the under cover.



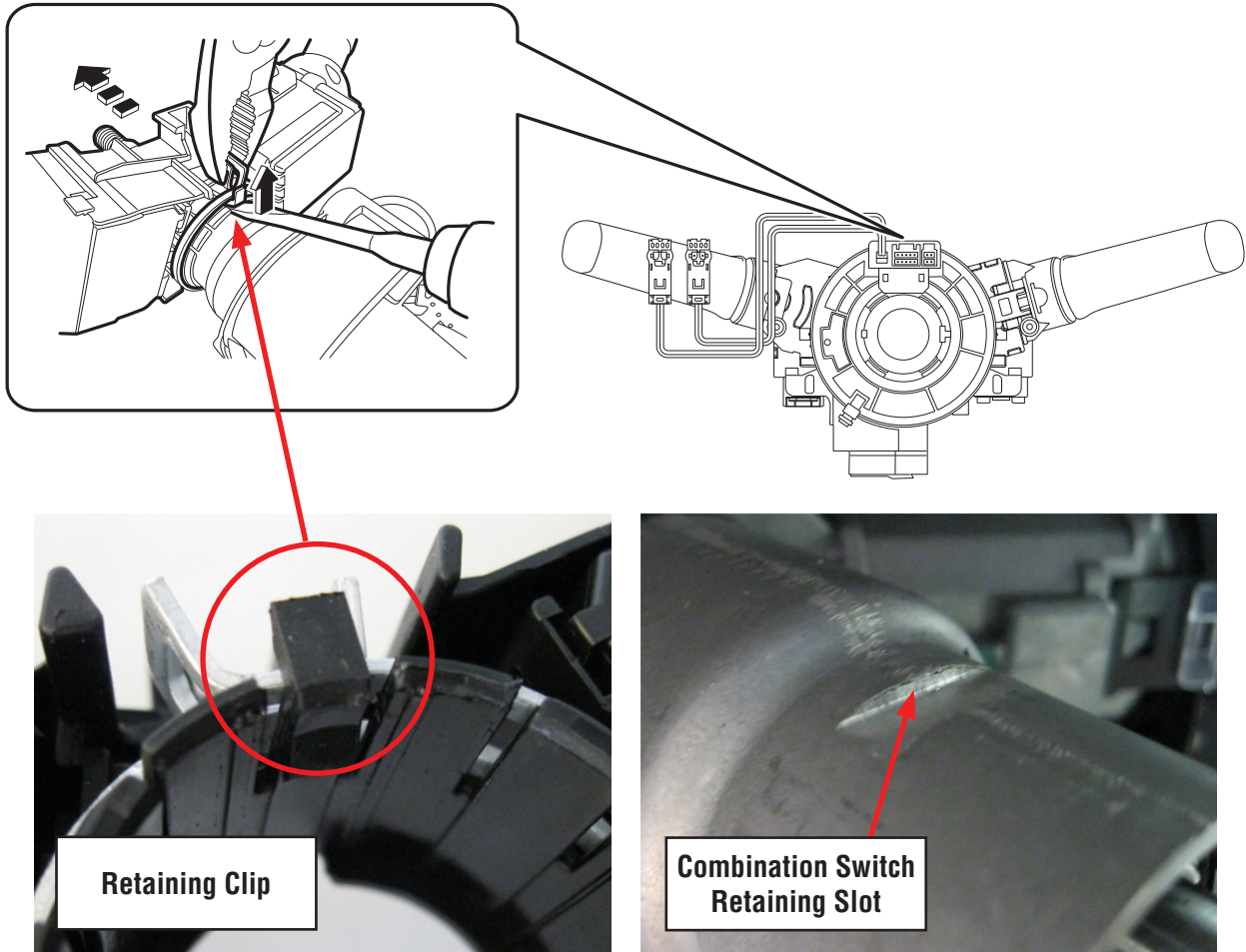
12. After removing the screws, clips and releasing the claws as shown below, remove the instrument panel lower cover as shown below along with disconnecting the wiring harness connectors for the EPB, VDC, etc... switches.



13. Prior to removing the steering column wiring harness, take notice of the proper wiring harness routing and connector positions to help simplify reassembly.

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14. Remove all the wiring harness connectors from the steering column then disconnect them.
15. Disconnect the 3 harness connectors underneath the roll connector. Release the 3 retaining claws then remove the roll connector from the combination switch.
16. Squeeze the retaining clamp while lifting the lock clip with a small flat-blade screwdriver to disengage it from its retaining slot as shown in the picture below. Then, slide the combination switch off the steering column.



17. Raise the vehicle on a lift and remove the steering column universal joint shaft.

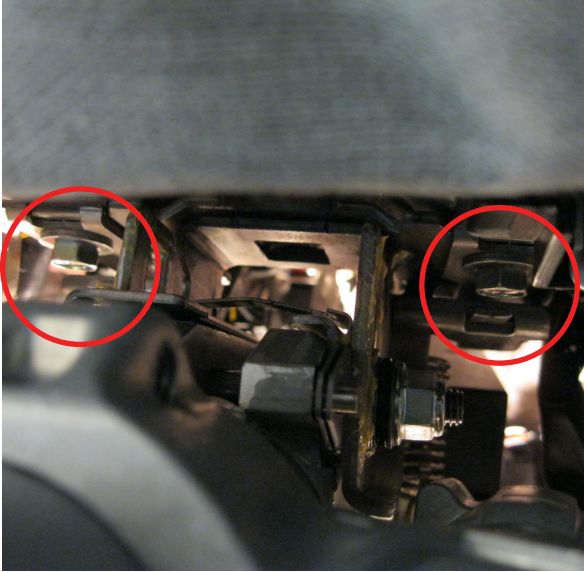
**IMPORTANT:** Do not turn the front wheels from the straight ahead position.

**CAUTION:** During steering column removal, make sure that the vehicle seats and other interior parts are protected to prevent damage.

**CAUTION:** Never release the tilt lever when the steering column is not secured to the vehicle.

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18. Using a red paint marker or equivalent, place a red “X” on the steering column to identify it as the recalled component. Remove the 2 retaining bolts under the instrument panel holding the steering column to the support beam. Carefully slide the steering column out of the bulkhead grommet using care to avoid moving the grommet out of position. If dislodged it will need to be reinstalled prior to installing the replacement steering column. The photo below shows the grommet properly installed.



19. Transfer the necessary components from the original to the replacement steering column. Remove the knee protector, ignition steering lock assembly, and dynamic damper from the original steering column. Transfer the dynamic damper and ignition steering lock assembly to the new steering column. Hand tighten the two new shear bolts.

**IMPORTANT:** Before fully tightening the shear bolts, install the knee protector to properly align the steering lock.

Torque the knee protector screws to 3.4 Nm (2.5 ft. lbs. or 30 inch-pounds).

Torque the dynamic damper bolt to 20 Nm (14.8 ft.-lbs.).

Tighten the shear bolts on the ignition key lock assembly until the heads break off.

**NOTE:** Remove the plastic shipping insert from the new steering column.

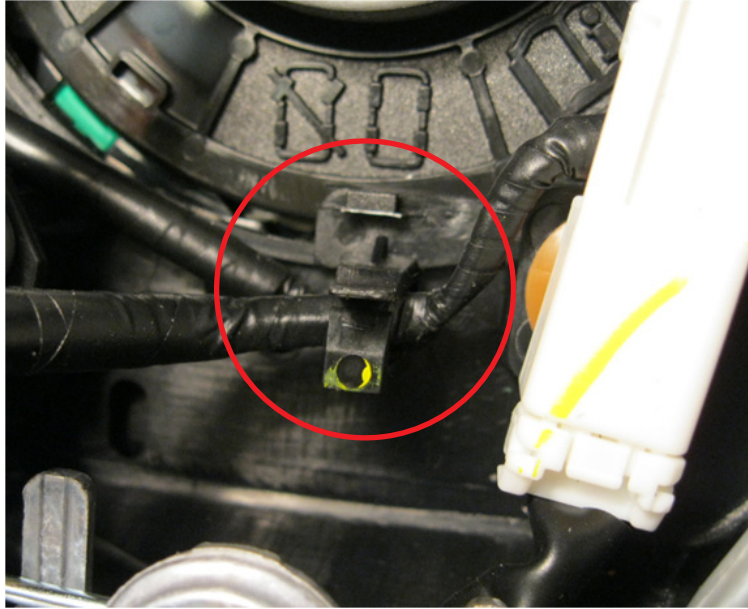
20. Install the new steering column into the vehicle through the bulkhead grommet. Take your time making sure the grommet has not moved or fallen out of position. If it becomes displaced, make sure it is put back in the proper position as shown in Step 18.
21. Once proper position of the bulkhead grommet is confirmed, torque the 2 retaining bolts holding the steering column to the support beam to 20 Nm (14.8 ft. lbs.).
22. Re-route the steering column wiring harness and reconnect all the harness connectors.
23. Install the combination switch and reconnect the related harness connectors.
24. Carefully install the roll connector and reconnect the related harness connectors. Remove the tape used to hold it in position.

**NOTE:** If the roll connector has been turned at all from the original location, follow the adjustment procedure in the applicable Service Manual.

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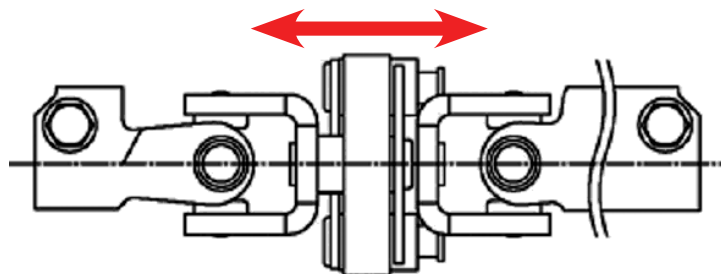
25. After verifying all the electrical connections have been made successfully, install the instrument panel lower, under and left side covers in reverse order of removal.
26. Install the steering column covers in the reverse order of removal. Make sure to remove any tape residue from the combination meter hood. Tuck the fabric material from the top column cover back into its proper position.
27. Install the steering wheel assembly (properly centered) then torque the retaining nut to 39 Nm (28.8 ft. lbs.).
28. Connect the wiring harness connectors to the roll connector. Make sure the satellite switch harnesses are properly routed under the retaining clip as shown in the photo below.



29. Install the driver's airbag module in reverse order of removal. Confirm proper location of the retaining springs before pressing the airbag into place and ensuring all three spring locations lock.
30. Raise the vehicle and insert the steering column universal joint shaft onto the end of the steering column shaft. Insert the retaining bolt into the steering column end first. Then, insert the bolt into the steering rack end of the shaft. Do not tighten the bolts completely until the preload relief procedure below is completed.

**IMPORTANT:** Relieve any steering column preload using the following procedure:

- 1- With both universal joint shaft bolts loose, grasp the shaft and move it up toward the steering column then down toward the steering rack a minimum of 10 times, ending with the shaft down toward the steering rack. This will eliminate any unwanted preload on the universal joint shaft.



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- 2- Tighten the bolt on the steering rack end of the universal joint shaft first.
- 3- Tighten the bolt on the steering column end. Torque both bolts to 24 Nm (17.7 ft. lbs.).

**It is very important to always follow this tightening sequence or the universal joint shaft will become preloaded.**

31. Lower the vehicle, connect the battery, reset all presets, and road test the vehicle to confirm normal operation.

## RECALL 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 normal parts ordering channels. The part number is MSA6P1302. Ordering qty 1 = 1 sheet of 20 labels.

<b>SUBARU</b>
Campaign Code
WQI-45
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	LABOR OPERATION
RC	WQI-45	A165-800 0.7hrs.	Replace Steering Column

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## OWNER NOTIFICATION LETTER



**Subaru of America, Inc**  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000  
800-782-2783  
www.subaru.com

**Important Safety Recall Notice  
Subaru Recall Campaign WQI-45  
NHTSA Recall No. 13V-194  
May 2013**

### **Dear Subaru Owner:**

This notice is sent to you in accordance with the requirements of 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 2013 model year Subaru Legacy and Outback vehicles.

### **DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD**

Subaru has determined that the steering column in your vehicle may not have been manufactured to specification. During the manufacturing process, the steering column shafts may not have been “press-fitted” sufficiently. This could allow the shafts to disengage without prior warning. If this were to happen, the driver would lose the ability to steer the vehicle and a crash could occur.

### **REPAIR**

To correct this condition, Subaru will replace the steering column at no cost to you.

### **WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you. If you prefer not to operate your vehicle until repairs are made, please contact your nearest Subaru dealer to make arrangements to have your vehicle towed to that dealer at no cost to you.

There are several important precautions you should take until this repair has been performed. Never adjust the steering wheel tilt/telescopic position while driving. This may cause loss of vehicle control and result in personal injury. This applies even after the steering column in your vehicle has been replaced.

The following precautions should be observed while the vehicle is safely stopped:

- Before driving the vehicle, ensure the front wheels respond when the steering wheel is turned.
- Do not adjust the steering wheel tilt/telescopic position until this repair is made. This may cause loss of vehicle control and result in personal injury.

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

The actual time to replace your vehicle’s steering column is approximately 45 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.

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## 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. Or, if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select Contact Us then select Update Address from the drop down menu.

### 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 for the most Frequently Asked Questions, please go to:

- <http://www.wqi45.service-campaign.com>

If you need additional assistance, please contact us directly:

- E-mail: Go to [www.subaru.com](http://www.subaru.com) and select “Contact Us”.
- Telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET.  
Friday between 10:30 a.m. and 5:00 p.m. ET  
Saturday between 9:00 a.m. and 3:30 p.m. ET
- 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.)

*A subsidiary of Fuji Heavy Industries Ltd.*