



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: October 3, 2014

Subject: Update: WQN-50 Subaru Recall Campaign 2015 Outback Accessory Trailer Hitch Assembly

On September 18, 2014 Subaru of America, Inc. announced a recall on certain 2015 Outback vehicles equipped with a genuine Subaru accessory trailer hitch assembly, part number L101SAL010. There may be a mounting issue when installing the affected accessory trailer hitch assemblies.

Affected Vehicles

There are approximately 56 potentially affected 2015 model year Outback vehicles. Each Subaru retailer that sold an affected vehicle will receive notification from their Zone Office prior to owner notification. Coverage for all affected vehicles will be available in the Vehicle Coverage Inquiry function on subarunet.com on Monday, October 6, 2014.

Owner Notification

Subaru will notify potentially affected vehicle owners by first class mail around October 7, 2014. E-mail notification will follow shortly after, to owners with a valid email address on file.

Product Campaign Bulletin

The WQN-50 product campaign bulletin is now posted on the Subaru Technical Information System (STIS) website under "Information/What's New." Please refer to the bulletin for repair instructions and additional information including parts information, part return procedures, and claim submission instructions.

Parts

Retailers should not order parts for this recall. Prior to owner notification, the parts needed for the repair will be distributed to each retailer that sold an affected vehicle. The affected VIN will be listed for reference in the 'P.O. Number' field on the order placed and shipped by SOA.

Part Return Procedures

Upon claim approval, SOA will generate a Part Return Notice for the hitch repair kit. To satisfy the Part Return Notice, the following parts must be returned to the SOA Part Collection Center (PCC) at the shipping address listed on the notice:

- The eight (8) original M10 nuts removed from the vehicle
- The four (4) bright silver trial nuts used during the inspection
- Any unused threaded studs not needed for the repair

A properly completed Warranty Parts Tag (MSA5W402A) and a copy of the repair order must be included with the returned parts.

Retailer Program Responsibility

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer new or used inventory, or in 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 retailer 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 the Product Campaign Bulletin, which will be issued shortly.

Please be advised that it is a violation of Federal law for a retailer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures 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 \$7,000 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.