

**Part 573 Safety Recall Report****16V-694****Manufacturer Name :** Subaru of America, Inc.**Submission Date :** OCT 25, 2016**NHTSA Recall No. :** 16V-694**Manufacturer Recall No. :** WTK-71**Manufacturer Information :**

Manufacturer Name : Subaru of America, Inc.

Address : P.O. Box 6000

Cherry Hill NJ 08034-6000

Company phone : 856-488-8500

**Population :**

Number of potentially involved : 592,647

Estimated percentage with defect : NR

**Vehicle Information :**

Vehicle 1 : 2010-2014 Subaru Legacy

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Information Regarding Manufacturer of Defective Component:

•Identification of Component: Front Wiper Motor Assembly

•Component Manufacturer:

American Mitsuba Corp.

2945 Three Leaves Dr.

Mt. Pleasant, Michigan 48858

TEL 1-989-773-0377

Production Dates : NOV 26, 2008 - JUN 07, 2013

VIN Range 1 : Begin : NR

End : NR

 Not sequential

Vehicle 2 : 2010-2014 Subaru Outback

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Information Regarding Manufacturer of Defective Component:

•Identification of Component: Front Wiper Motor Assembly •Component Manufacturer:

American Mitsuba Corp. 2945 Three Leaves Dr.

Mt. Pleasant, Michigan 48858

TEL 1-989-773-0377

Production Dates : JAN 09, 2009 - JUN 07, 2013

VIN Range 1 : Begin : NR

End : NR

 Not sequential

## Description of Defect :

Description of the Defect : Subaru of America, Inc. (Subaru) is recalling certain 2010 – 2014 model year Legacy and Outback vehicles. Due to inappropriate manufacturing processes of the front wiper motor bottom cover, interference between the relay joint and worm wheel may occur. In this scenario if there is an obstruction such as snow or ice in the cowl area and when the windshield wipers are turned off, the wiper arms would be forced to "park" at a higher than intended position on the windshield. In this situation, the wiper arms will continuously attempt to return to the normal park position, generating an excessive amount of electrical current in the wiper motor bottom cover, possibly resulting in overheating.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The windshield wipers may become inoperable, resulting in a possible collision or a fire could start in the bottom cover area of the wiper motor.

Description of the Cause : NR

Identification of Any Warning that can Occur : Driver may notice smoke from the wiper motor area or smell a burning odor.

## Supplier Identification :

### Component Manufacturer

Name : American Mitsuba Corp.

Address : 2945 Three Leaves Dr.  
Mt. Pleasant MICHIGAN 48858

Country : United States

**Chronology :**

September 6, 2011: FHI conducted a recall campaign of certain 2010-2011 Legacy and Outback due to design issue (improper clearance dimension) of components inside the wiper motor bottom cover (NHTSA Recall Campaign No. 11V-469).

March 8, 2013: FHI received an initial technical report of wiper motor emitting smoke and catching fire from Subaru of America, Inc. from outside of the previous recall campaign range (NHTSA Recall Campaign No. 11V-469).

March 8, 2013 – September 15, 2016: FHI conducted an investigation of parts collected from field vehicles that exhibited the subject condition and internal supplier investigations. It took time to determine the cause since the issue was different from the previous recalled action (improper clearance dimension) – i.e. NHTSA Recall Campaign No. 11V-469. FHI finally determined the root cause as inappropriate manufacturing processes ; it took time to reach this conclusion since the collected parts were melted and it was hard to find physical evidence.

September 16, 2016: FHI concluded its investigation and determined that Subaru would perform a safety recall.

**Description of Remedy :**

Description of Remedy Program : The remedy plan calls for dealers to replace the front wiper motor bottom cover assembly with a countermeasured one.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : NR

**Recall Schedule :**

Description of Recall Schedule : NR

Planned Dealer Notification Date : SEP 26, 2016 - SEP 26, 2016

Planned Owner Notification Date : OCT 25, 2016 - OCT 25, 2016

\* NR - Not Reported