

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: September 26, 2016**

**Subject: New Subaru Recall Campaign: WTK-71 Legacy and Outback Windshield Wiper Motor**

Subaru of America, Inc. (Subaru) is recalling certain 2010 - 2014 model year Legacy and Outback vehicles to replace the front windshield wiper motor bottom cover.

### ***Affected Vehicles***

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This data will be available later this week.

Model Years	Models	Production Start Date	Production End Date
2010 through 2014	Legacy	November 26, 2008	June 7, 2013
2010 through 2014	Outback	January 9, 2009	June 7, 2013

This recall replaces and updates SOA's previous WV-32 windshield wiper motor recall repair applicable to certain 2010-2011 Legacy and Outback models, and additional vehicles are being recalled. As a result, any incomplete WV-32 recall applicability has been expired. Vehicles previously repaired under the WV-32 recall must also be repaired under this new recall.

### ***Condition***

Due to inappropriate manufacturing processes of the front windshield wiper motor bottom cover, interference between the relay joint and the worm wheel may occur. If this interference occurs and there is an obstruction in the cowl area, such as snow or ice, the wiper arms would be forced to "park" at a higher than intended position on the windshield when the windshield wipers are turned off.

In such a situation, the wiper arms might continuously attempt to return to the normal park position and may cause overheating in the wiper motor bottom cover.

### ***Safety Hazard***

If overheating were to occur, the windshield wipers may become inoperable, increasing the possibility of a crash, or a fire may possibly start in the bottom cover area of the wiper motor.

### ***Description of the Remedy***

The front windshield wiper motor bottom cover will be replaced at no charge to the customer.

### ***Owner Notification***

Subaru is in the process of obtaining vehicle registration data, and will notify potentially affected vehicle owners by first class mail. Owners with a valid email address on file with MySubaru.com will also be notified by email.

Owner notification is expected to occur in October, and retailers will be advised when the notification begins.

### ***Repair and Parts***

For detailed information, please refer to the WTK-71 Product Campaign Bulletin which will be available on STIS, once affected vehicle information has been loaded.

### ***Retailer Program Responsibility***

Any 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 available on STIS in the near future.

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

### ***Retailer Affected VIN Lists***

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this safety recall. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this safety recall.