

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

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PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2017 MY Outback
SUBJECT: WTE-66 Front Brake Caliper, Wheel Hub and Stabilizer Clamp Attaching Bolt Torque

NUMBERS: WTE-66
DATE: 08/10/16
NHTSA ID: 16V576

Subaru of America, Inc. (Subaru) is recalling ninety-nine (99) 2017 model year Outback vehicles due to a possible issue with the attaching bolt torque for the left and right front brake caliper supports, wheel hubs and the right stabilizer bar clamp.

DESCRIPTION OF THE SAFETY RISK

The attaching bolts for the left and right front brake caliper supports, wheel hubs and right stabilizer bar clamp on affected vehicles may not have been sufficiently tightened during production. Should any of the front brake caliper support, wheel hub or stabilizer clamp attaching bolts loosen or detach, the related components would also become loose and could possibly detach. If this were to happen, the vehicle may become unstable and/or no longer provide sufficient braking capability, which could result in a crash.

DESCRIPTION OF THE REMEDY

The repair procedure will involve checking the attaching bolt torque for the front brake caliper supports, wheel hubs and right stabilizer bar clamp for proper torque.

AFFECTED VEHICLES

Not all vehicles in the VIN range listed below are affected by this campaign. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data was previously released under the Stop Sale order.

Model Year	Models	Potentially Affected VIN Range (last 8 digits)
2017	Outback	From H3203140 to H3205340

OWNER NOTIFICATION

Subaru will notify all potentially affected vehicle owners by first class mail. This is expected to occur in August. Retailers will be advised when owner notification begins. A copy of the owner notification letter is attached to the end of this bulletin.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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RETAILER AFFECTED VIN LISTS

Each Subaru retailer was sent an affected VIN list from their Zone Office as part of the previously announced Stop Sale.

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 this Product Campaign Bulletin.

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.

PARTS INFORMATION

NOT ALL VEHICLES WILL REQUIRE PARTS REPLACEMENT.

IMPORTANT NOTE: There should not be any parts required for this procedure. In **VERY RARE** cases, a bolt may be found to be loose (zero torque) or finger-tight. Any loose or only finger-tight bolt(s) **MUST** be replaced.

Description	Part Number
Caliper Support Bolt	901260023
Hub Bolt	901000449
Stabilizer Bar Clamp Bolt	901000355

SERVICE PROCEDURE / INFORMATION:

This Service Procedure involves inspection of the torque (tightening force) applied to 14 specific bolts located in 3 specific areas:

- 4- (2 each side) 17mm hex head bolts securing the front disc brake caliper support to the axle housing
- 8- (4 each side) 14mm hex head bolts securing the front hub unit to the axle housing
- 2- 12mm hex head bolts securing the **RIGHT HAND SIDE ONLY** front stabilizer bar clamp to the engine cradle.

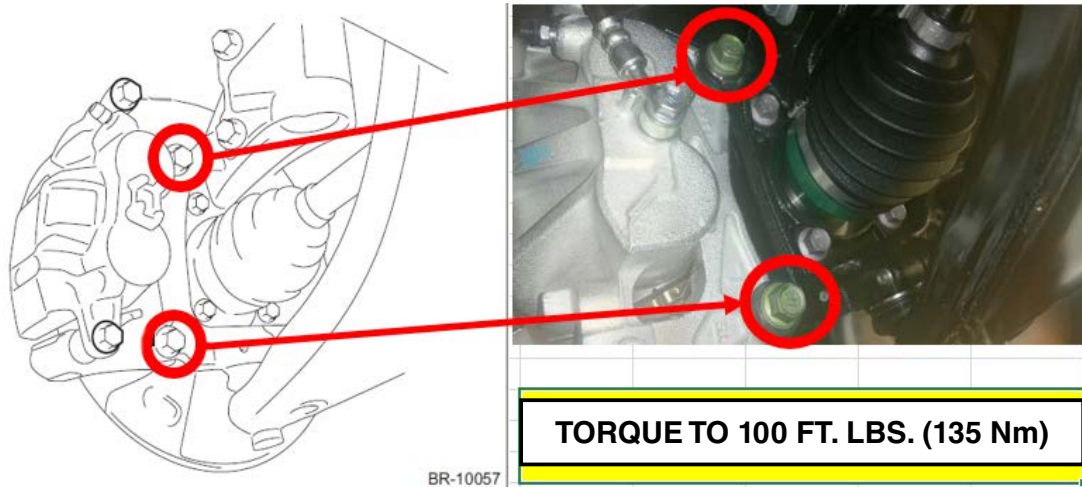
IMPORTANT NOTES:

- If any bolt(s) is found to be loose (zero torque) or only finger-tight bolt(s) that particular bolt(s) **MUST** be replaced.
- It is NOT necessary to remove the front wheels to gain access.

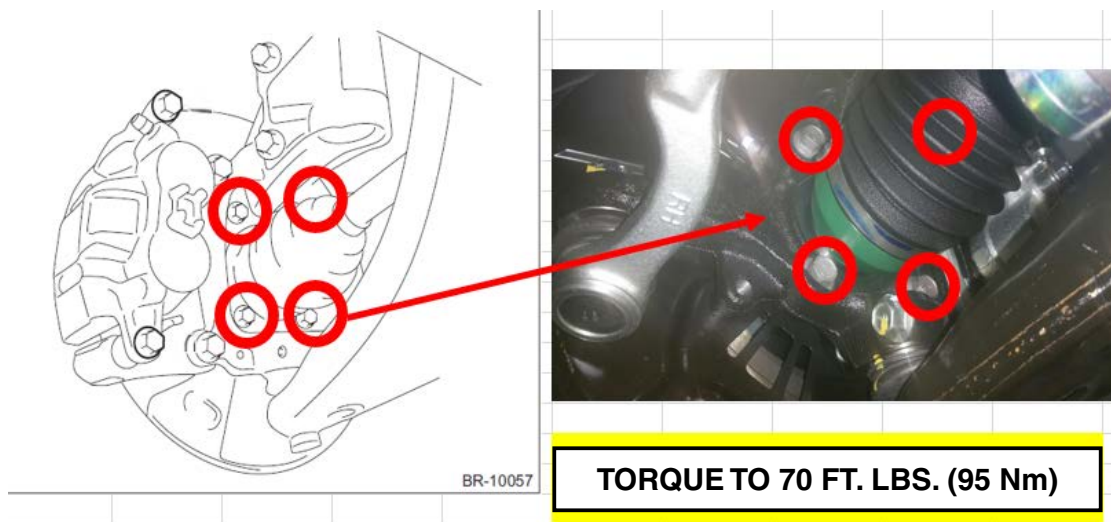
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STEP 1: Raise the vehicle on a lift.

STEP 2: Using a 17mm socket, verify the torque of the 2- 17mm hex bolts securing the front disc brake caliper support to the axle housing. **Torque each bolt to 100 ft. lbs. (135 Nm).**



STEP 3: Using a 14mm socket, 3/8" swivel adapter and a 3" extension, verify the torque of the 8- (4 each side) 14mm hex head bolts securing the front hub unit to the axle housing. **Torque each bolt to 70 ft. lbs. (95 Nm).**



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STEP 4: Using a 12mm socket and 3/8" swivel adapter, verify the torque of the 2- **RIGHT SIDE ONLY** 12mm hex head bolts securing the stabilizer bar clamp to the engine cradle. **Torque each bolt to 21 ft. lbs. (29 Nm).** (Steer the front wheels full right to gain enough access.)



STEP 5: Lower the vehicle to complete the procedure.

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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
CHECK / RETORQUE FRONT SUSPENSION HARDWARE	B161-252	0.7	WTE-66	RC
BOLT(S) REPLACE, ONE OR ALL (when applicable)	C161-253	0.2		

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



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

Subaru Recall Campaign WTE-66
NHTSA Recall No. 16V576
August 2016

Dear Subaru Owner:

This notice is sent to you in accordance with 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 certain 2017 model year Outback vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE SAFETY RISK

The attaching bolts for the left and right front brake calipers, wheel hubs and right stabilizer clamp on affected vehicles may not have been sufficiently tightened during production. Should any of the front brake caliper, wheel hub or stabilizer clamp attaching bolts loosen or detach, the related components would also become loose and could possibly detach. If this were to happen, the vehicle may become unstable and/or no longer provide sufficient braking capability, which could result in a crash.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at **1-800-261-2155**.

Both the repairs and the towing will be at no cost to you.

PRECAUTIONS YOU SHOULD TAKE

If you hear a rattle or clunking sound coming from the front wheel area, especially when braking, carefully pull your vehicle off to the side of the road, park in a safe area and contact Subaru Roadside Assistance (1-800-261-2155) to arrange to have your car towed to your Subaru retailer. Do not drive the vehicle.

REPAIR

The repair procedure will involve checking the front brake calipers, wheel hubs and stabilizer clamp attaching bolts for proper torque and tightening the bolts to the specified torque if necessary. Under certain conditions, bolts may be replaced. The inspection and possible replacement will be performed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect and tighten the affected bolts is approximately 45 minutes and could be up to 1 hour if it is determined that any bolts require replacement. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. Please present this letter to your Subaru retailer 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, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com, Customer Support and select "Contact Us"
- By 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
- By U.S. Postal mail:
Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 6000
Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer 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 Subaru retailer 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.)

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