

**ATTENTION:**  
GENERAL MANAGER ☐  
PARTS MANAGER ☐  
CLAIMS PERSONNEL ☐  
SERVICE MANAGER ☐

IMPORTANT - All  
Service Personnel  
Should Read and  
Initial in the boxes  
provided, right.




**SUBARU**

QUALITY DRIVEN® SERVICE

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## PRODUCT CAMPAIGN BULLETIN

**APPLICABILITY:** 2010-14MY Subaru Legacy & Outback  
**SUBJECT:** Windshield Wiper Motor

**NUMBER:** WTK-71R  
**DATE:** 09/28/16  
**NHTSA ID:** 16V-694  
**REVISED:** 10/26/16

### INTRODUCTION

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. This recall replaces and updates SOA's previous WVV-32 windshield wiper motor recall repair applicable to certain 2010-2011 Legacy and Outback models, and additional vehicles are being recalled.

**Vehicles previously repaired under the WVV-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.

### 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 is now available.

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 WVV-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 WVV-32 recall applicability has been expired. Vehicles previously repaired under the WVV-32 recall must also be repaired under this new recall.

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## 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.

## OWNER NOTIFICATION

Owner notification will begin on October 25, 2016. Owners with a valid email address on file with MySubaru.com will also be notified by email. Copies of the owner notification letters are included at the end of this bulletin.

## 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

Listed below is the part number for this repair. Parts should be ordered through the normal parts ordering procedures. In order to maintain an adequate part supply, SOA requests that retailers only order quantities necessary to satisfy anticipated demand.

DESCRIPTION	PART NUMBER
Windshield Wiper Motor Bottom Cover	86509AJ02A

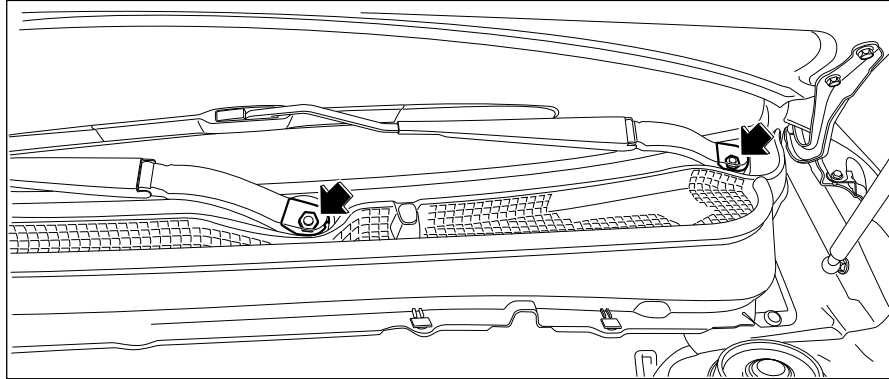
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## SERVICE PROCEDURE

**IMPORTANT:** Make sure the windshield wipers are in the parked position before beginning procedure.

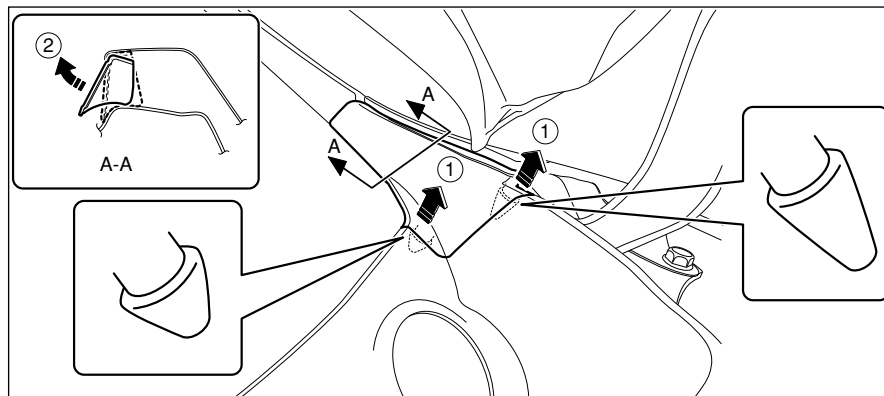
- 1) Record radio station presets and Navigation favorites (where applicable). Disconnect negative battery cable.
- 2) Remove the plastic caps, nuts and the front wiper arm assemblies.

**NOTE:** Prior to removing the wiper arm assemblies, make a reference mark on the shaft and the arm to aid in alignment on reinstallation.



- 3) Remove both outer cowl side panels.
  - Detach the pins of the cowl side panels.
  - **CAREFULLY** remove each cowl side panel from inside the fender panel by pulling it.

**CAUTION:** Applying excessive pulling force may damage the cowl side panels. If difficult to remove, use a plastic trim remover or equivalent tool.

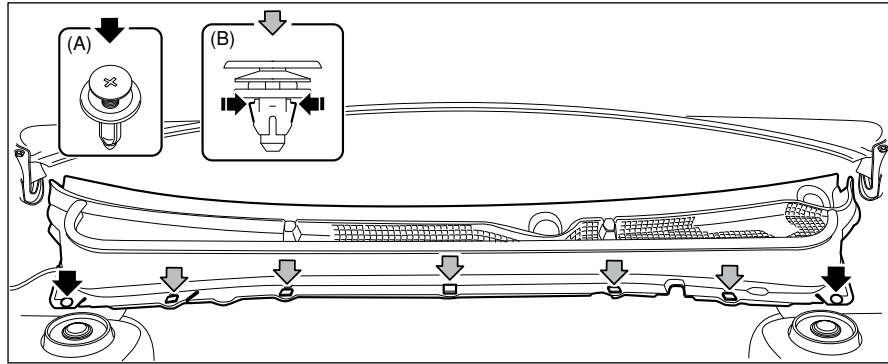


- 4) Remove the cowl panel.
  - Release the clip (A).
  - Push the claw of the clip (B) from both sides to remove it.

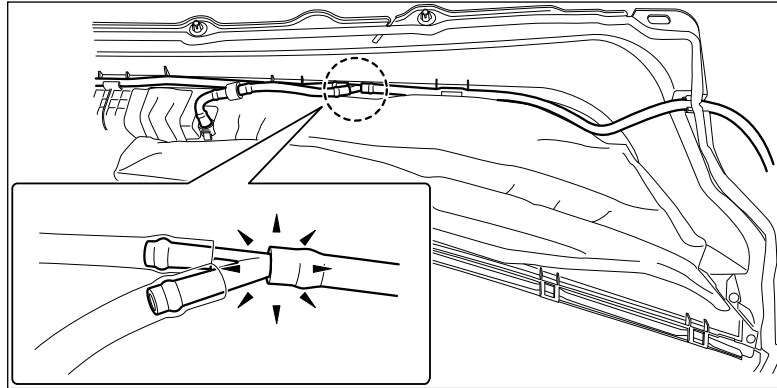
**CAUTION:** When removing the clip (B), push the claws of the clip from both sides and use a clip puller to pry the clip out. The clip may be damaged if forcibly pulled.

**IMPORTANT NOTE:** The clips may “pop” as they release. Be sure to not lose them.

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5) Disconnect the washer hose.

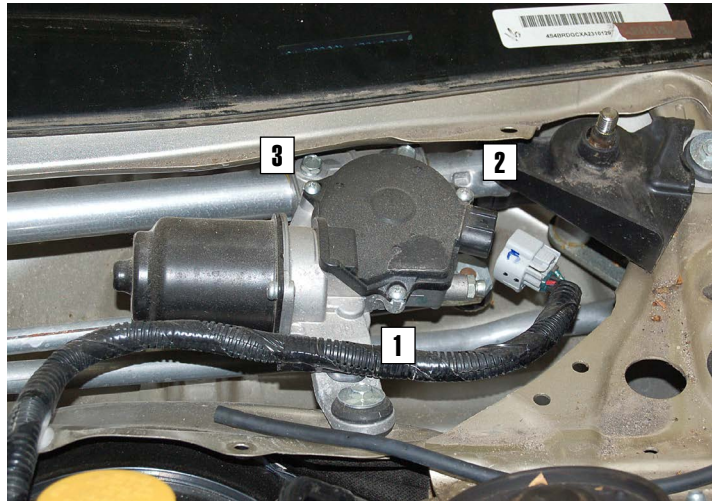


6) **CAREFULLY** disconnect wiring harness connector from wiper motor.



7) Using a magnetized #2 Phillips-head screwdriver, remove the 3 screws from the wiper motor bottom cover in the following order.

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**NOTE:**

- Do not discard or drop the screws as they will be used for reassembly.
- The wiper motor bottom cover is sealed with butyl rubber.

- 8) Lift up **slightly (Do Not Remove)** the right side of the wiper motor bottom cover with one hand and use a small flat-head screwdriver in the other to aid in breaking the butyl rubber seal. Work the screwdriver around the perimeter of the wiper motor bottom cover to break the seal.



- 9) Lift up the right side of the wiper motor bottom cover with one hand and carefully using a flat-head screwdriver or plastic tool in the other, disengage the terminal from the terminal socket. Remove wiper motor bottom cover by pulling straight up from both sides.

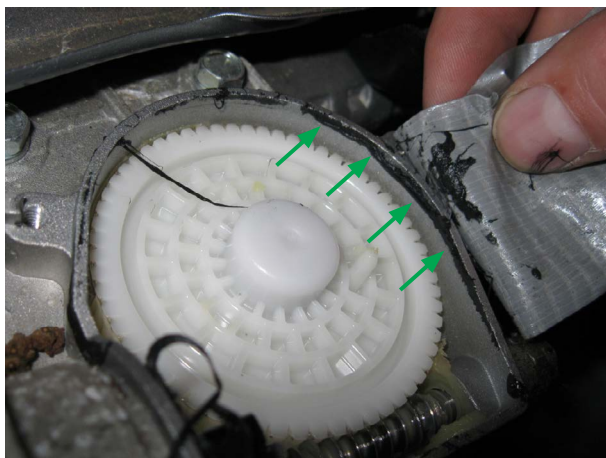
The terminal on the left side will need to be disengaged before the cover can be removed.

*Continued...*

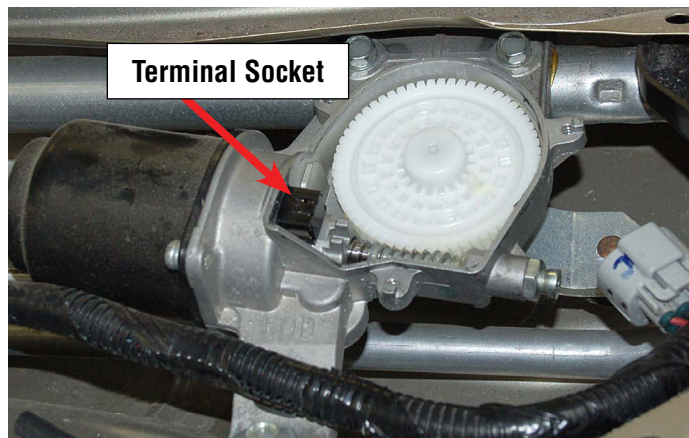




10) After the cover has been removed, remove any residual butyl rubber from the sealing surface of the frame using the adhesive side of a piece of duct tape as shown in the photos below. More than one piece of tape may be required. Butyl rubber below the face of the sealing surface (green arrows) does not have to be removed. Pay special attention to insure no pieces of the butyl rubber fall into the housing or between the gears. If so, make sure it is removed before reassembly. The photo on the right shows the sealing surface clean and ready for new cover installation.

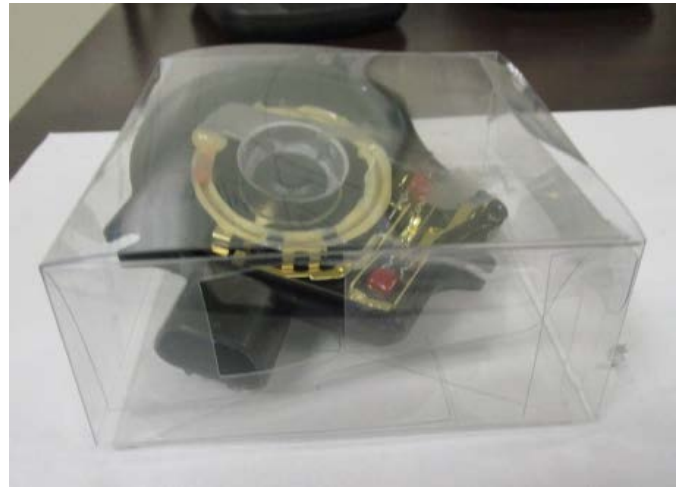


**NOTE:** Due to risk of contamination, **never** use any cloth rag or kind of abrasive gasket removal disc to remove the butyl rubber from the sealing surface.



**IMPORTANT:** Make sure there is no butyl rubber in the terminal socket. If present, the wiper motor will not operate.

*Continued...*



**NOTE:** The new wiper motor cover is prepackaged with butyl rubber and grease. Be extremely careful when removing it from the package and when handling. Do not touch the grease or butyl rubber. The new cover also has a yellow paint mark for identification as shown in the installation photos below.

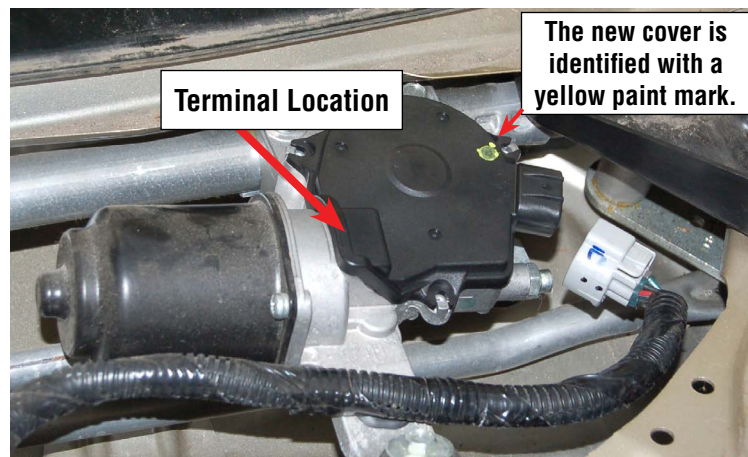
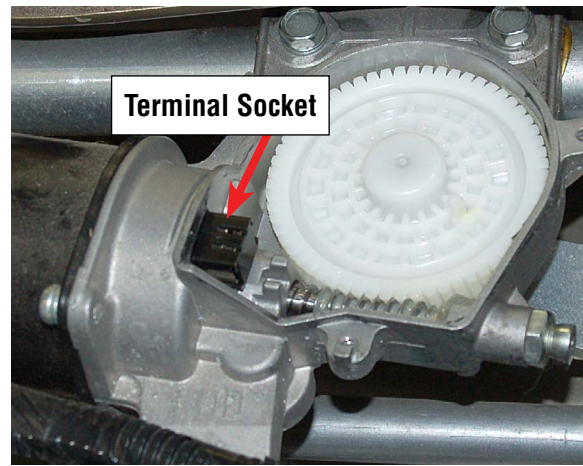
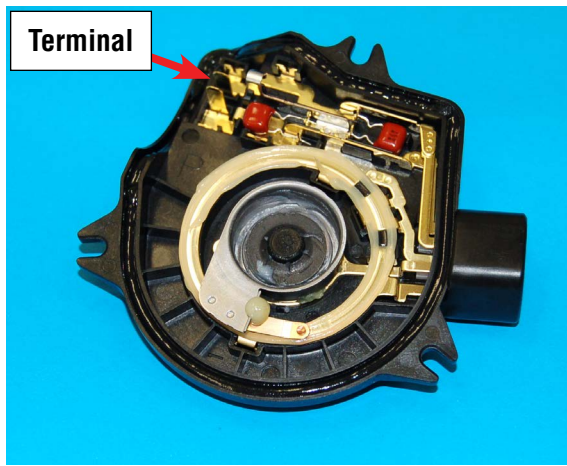


**IMPORTANT NOTE:** Make sure that the relay joint plate is in the correct position prior to installing the wiper motor bottom cover. This will ensure proper fit during installation and alignment.

- 11) Install the new wiper motor bottom cover by aligning the terminals into the socket and the screw holes.

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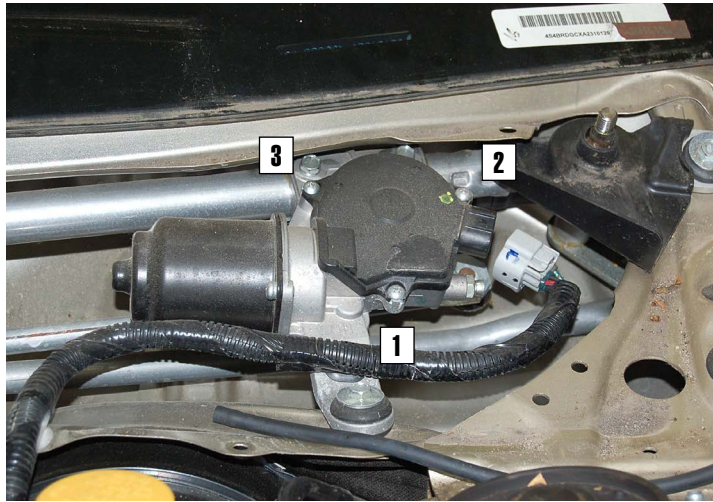
- 12) Press down the wiper motor bottom cover gently and evenly over the terminal location to insure that the terminal is properly seated in the terminal socket.



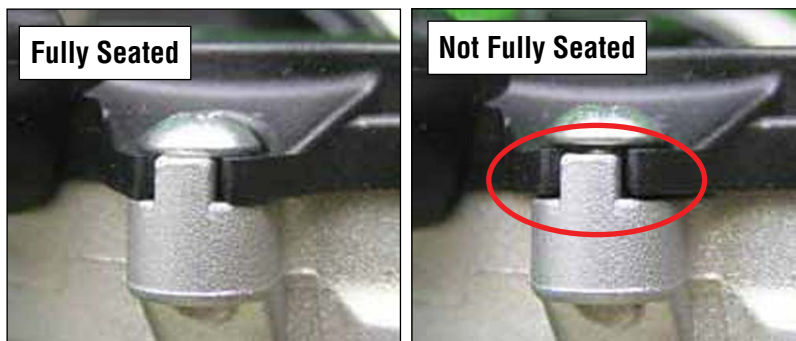
- 13) Using the order below, loosely install the screws. Continue tightening the screws sequentially, a little at a time, to seat the cover.

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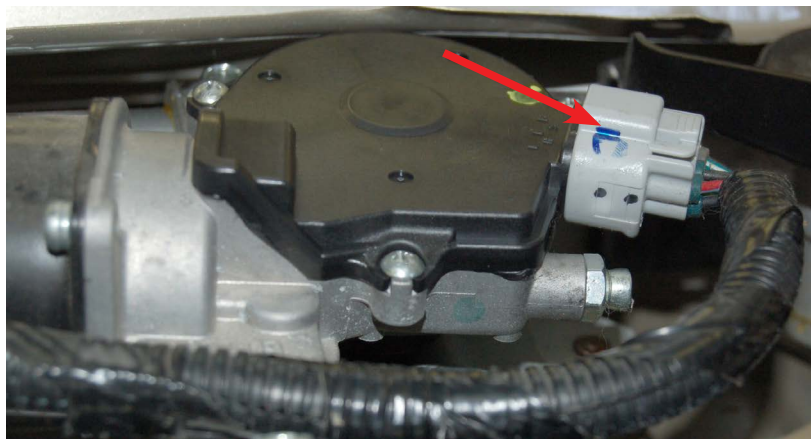




- 14) Torque screws to 2.0 N•m (17.2 in-lb) in the above order. Check to make sure there are no gaps indicating the wiper motor bottom cover is fully seated.



- 15) Connect wiper motor wiring connector.



- 16) Re-connect the washer hose.
- 17) Install cowl panel and side panels in reverse order of removal. Install wiper arm assemblies, ensuring they are in the proper parked position. Tighten the nuts to 22 N•m (16.2 ft-lb) and press the plastic nut caps back on.
- 18) Reconnect negative battery cable.

*Continued...*

- 19) With the wiper switch in the “off” position, turn the ignition switch to the “on” position. The wipers will cycle once and then park. Turn the wiper switch on and verify wiper and washer operation.
- 20) Reset radio station presets and Navigation favorites (where applicable).

## SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Campaign 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, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All models	Campaign Completion Labels (contains one sheet of 20 labels)	1

<b>SUBARU</b>
Campaign Code
<b>WTK-71</b>
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. Retailers may submit claims through Vehicle Claim Entry on Subarunet.com.

LABOR DESCRIPTION	LABOR OPERATION #	LABOR TIME	FAIL CODE	CLAIM TYPE
REPLACE WIPER MOTOR LOWER COVER	A183-038	N/A Models: 0.5	WTK-71	RC
		Turbo Models: 0.6		

## 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.

*Continued...*

## 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 WTK-71**  
**NHTSA Recall No. 16V-694**  
**October 2016 – 2010-2011 MY**

### 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 2010 - 2014 model year Legacy and Outback vehicles.

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

### DESCRIPTION OF THE SAFETY RISK

Due to contamination, components within the windshield wiper motor bottom cover may interfere with each other. If an obstruction, such as a buildup of snow or ice prevents the wiper arms from being able to stop in the parked position, the wiper motor may overheat and the bottom cover may melt.

If the windshield wiper motor overheats, the wipers may fail, reducing driver visibility and increasing the risk of a crash. Additionally, the wiper motor cover may melt, increasing the risk of a fire.

### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the windshield wiper motor bottom cover replaced.

There are several important precautions you should take until this repair has been performed:

- Be sure the cowl area where the windshield wipers park, when turned off, is free of any obstructions.
- If you notice or smell smoke in the front cowl area of the vehicle, be sure the ignition switch is in the “off” position and do not operate the vehicle. Immediately contact your Subaru retailer for assistance.
- As a precautionary measure, it is highly recommended that you not park your vehicle in a garage, car port or other structure until this repair is completed.

*Continued...*



## **REPAIR**

To correct this condition, Subaru will replace the windshield wiper motor bottom cover, and if needed, replace the windshield wiper motor, at no cost to you.

### **IMPORTANT**

**In 2011 your vehicle was recalled for a different condition related to the front windshield wiper motor, which required replacement of the wiper motor bottom cover. This new recall supersedes that recall.**

**All vehicles affected by the previous recall are also affected by this new recall. IF YOU ALREADY HAD THE PREVIOUS REPAIR PERFORMED, YOU MUST HAVE THE WIPER MOTOR BOTTOM COVER REPLACED AGAIN.**

**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.**

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

The actual time to replace the windshield wiper motor bottom cover is approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment.

### **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 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

### **IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.  
Customer-Retailer Services Department, Attention: WTK-71 Recall  
P.O. Box 6000, Cherry Hill, NJ 08034-6000**

**Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.**

*Continued...*

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wtk71.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: [www.subaru.com](http://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.)

*A subsidiary of Fuji Heavy Industries Ltd.*

***Continued...***

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**NHTSA Recall No. 16V-694**

**October 2016**

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### WHAT YOU SHOULD DO

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There are several important precautions you should take until this repair has been performed:

- Be sure the cowl area where the windshield wipers park, when turned off, is free of any obstructions.
- If you notice or smell smoke in the front cowl area of the vehicle, be sure the ignition switch is in the “off” position and do not operate the vehicle. Immediately contact your Subaru retailer for assistance.
- As a precautionary measure, it is highly recommended that you not park your vehicle in a garage, car port or other structure until this repair is completed.

*Continued...*



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Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET  
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Saturday between 9:00 a.m. and 3:30 p.m. ET

- By U.S. Postal mail:  
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Attn: Customer-Retailer Services Department  
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Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

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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.

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*A subsidiary of Fuji Heavy Industries Ltd.*