

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

© 2016 Subaru of America, Inc. All rights reserved.

PRODUCT CAMPAIGN BULLETIN

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

NUMBER: WTK-71
DATE: 09/28/16
NHTSA ID: 16V-694

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. 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.

Continued...

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

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.

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

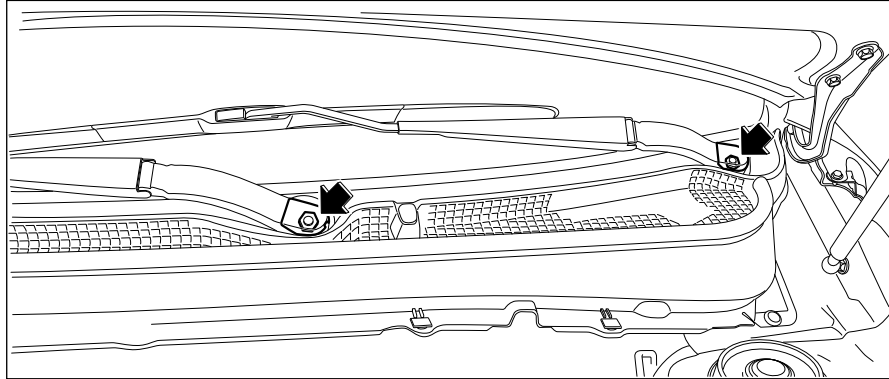
Continued...

SERVICE PROCEDURE

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

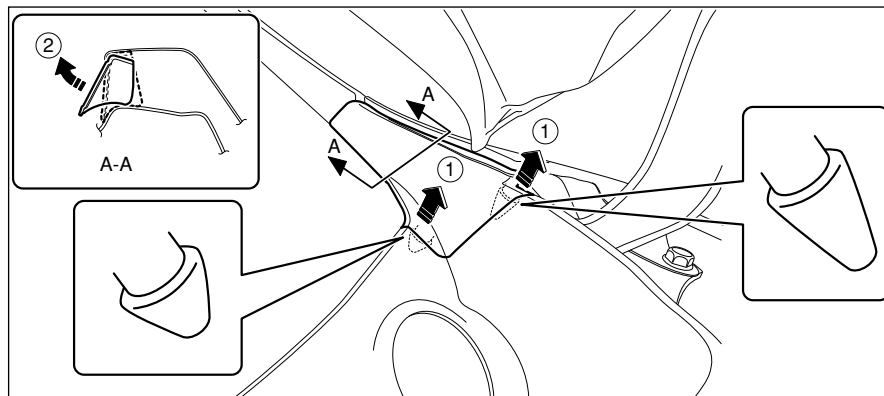
- 1) Record radio station presets and Navigation favorites (where applicable). Disconnect negative battery cable.
- 2) Remove the plastic caps, nuts and the front wiper arm assemblies.

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.

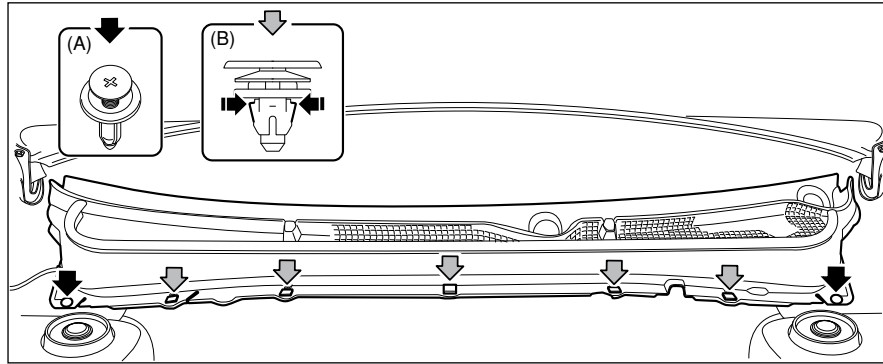


- 4) Remove the cowl panel.
 - Release the clip (A).
 - Push the claw of the clip (B) from both sides to remove it.

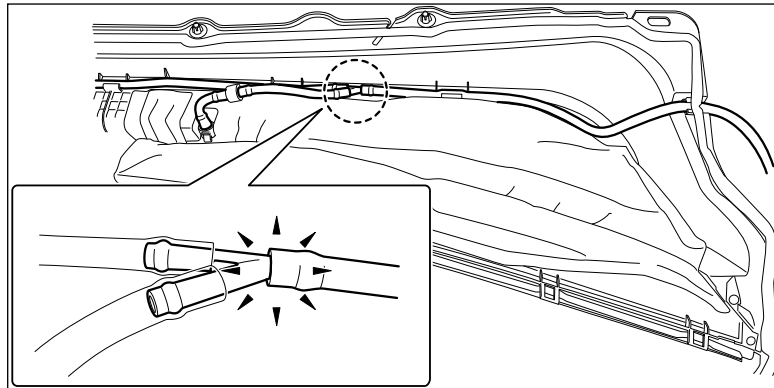
CAUTION: When removing the clip (B), push the claws of the clip from both sides and use a clip puller to pry the clip out. The clip may be damaged if forcibly pulled.

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

Continued...



5) Disconnect the washer hose.

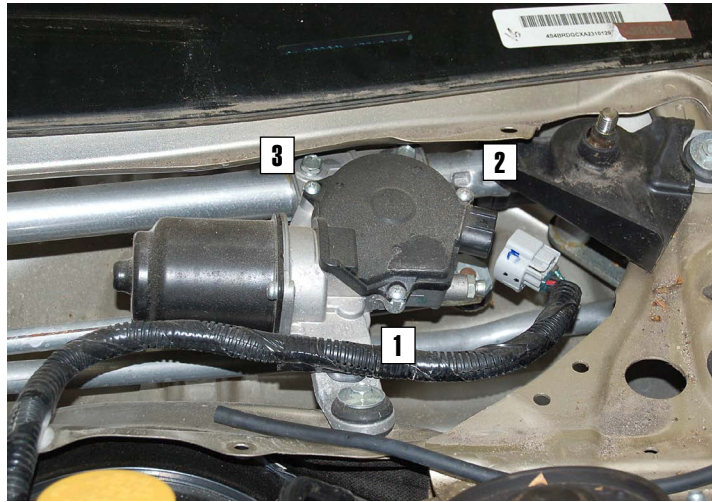


6) **CAREFULLY** disconnect wiring harness connector from wiper motor.



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

Continued...



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.



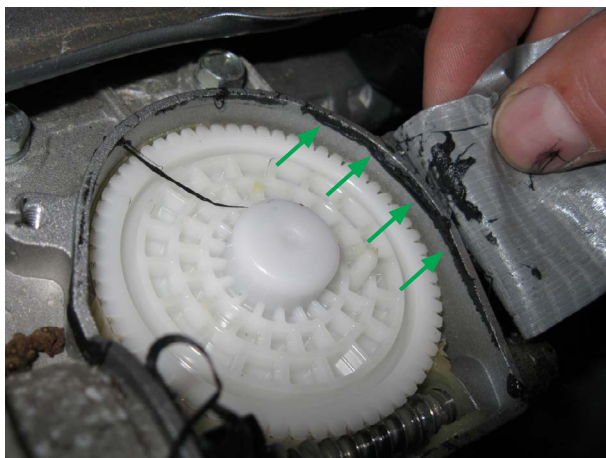
- 9) Lift up the right side of the wiper motor bottom cover with one hand and carefully using a flat-head screwdriver or plastic tool in the other, disengage the terminal from the terminal socket. Remove wiper motor bottom cover by pulling straight up from both sides.

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

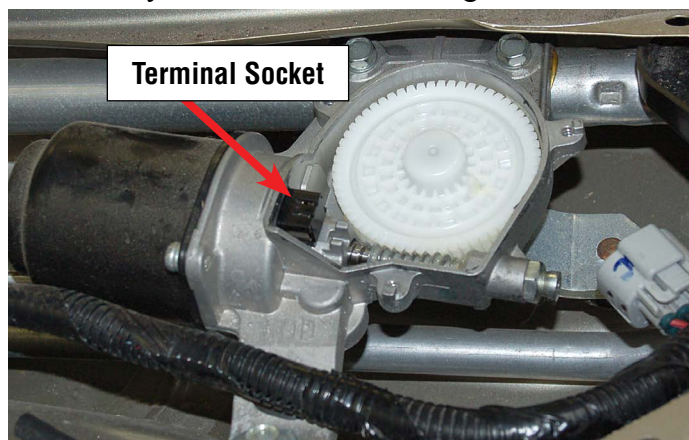
Continued...



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.

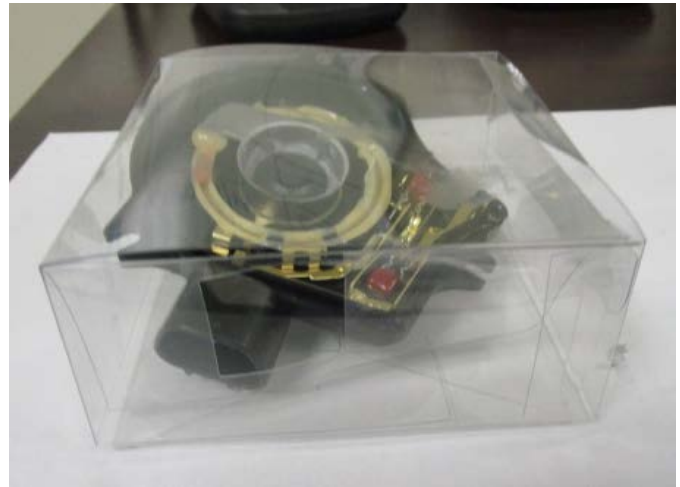


NOTE: Due to risk of contamination, **never** use any cloth rag or kind of abrasive gasket removal disc to remove the butyl rubber from the sealing surface.



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

Continued...



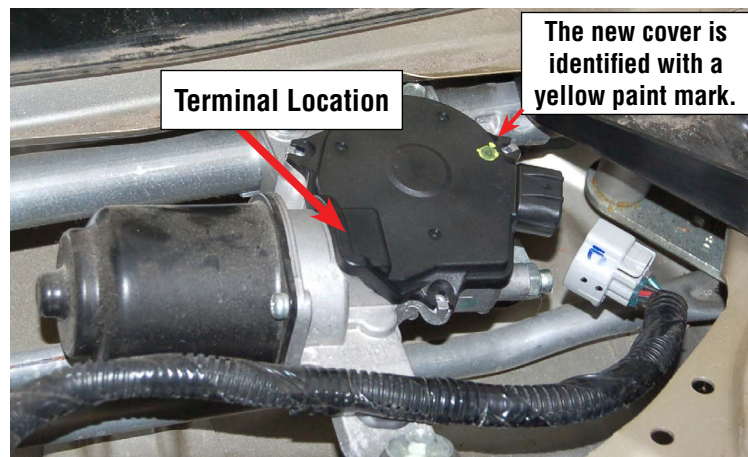
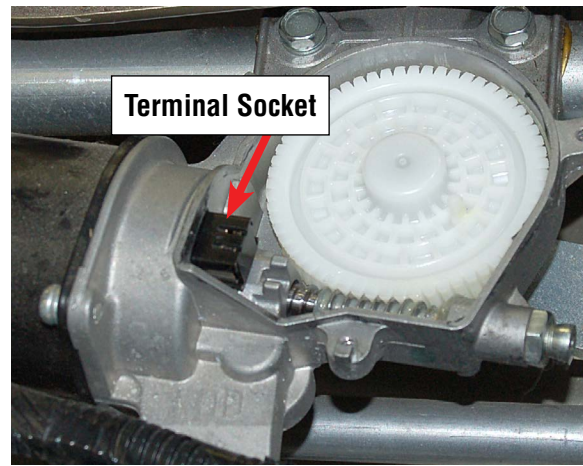
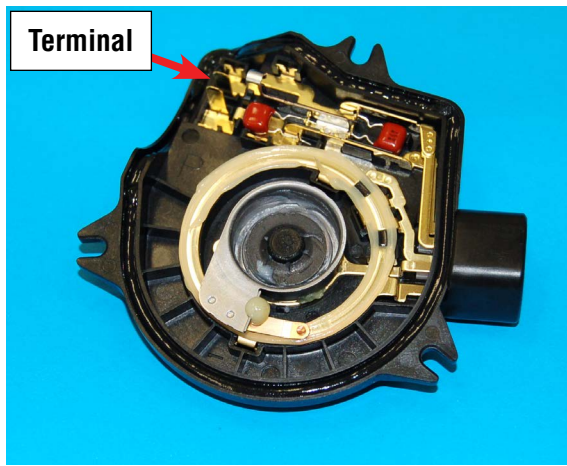
NOTE: The new wiper motor cover is prepackaged with butyl rubber and grease. Be extremely careful when removing it from the package and when handling. Do not touch the grease or butyl rubber. The new cover also has a yellow paint mark for identification as shown in the installation photos below.



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.

Continued...

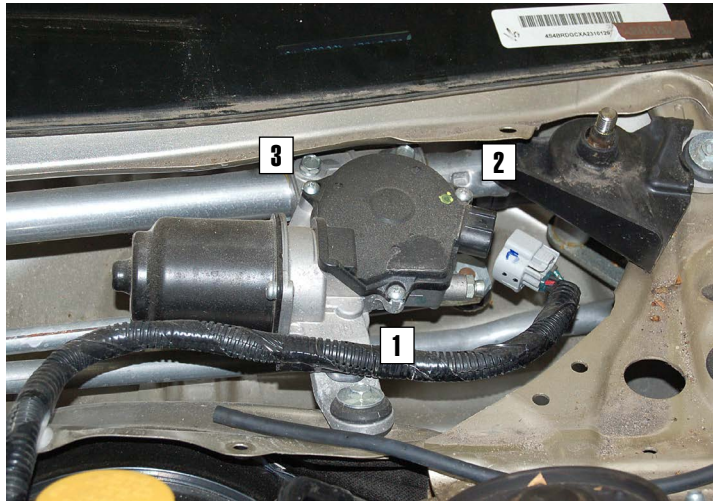


- 12) Press down the wiper motor bottom cover gently and evenly over the terminal location to insure that the terminal is properly seated in the terminal socket.

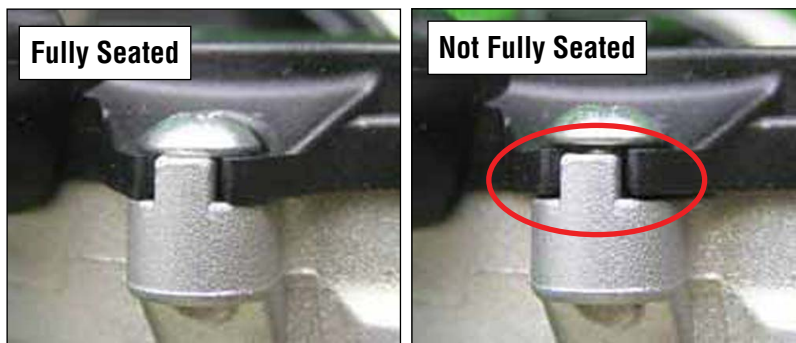


- 13) Using the order below, loosely install the screws. Continue tightening the screws sequentially, a little at a time, to seat the cover.

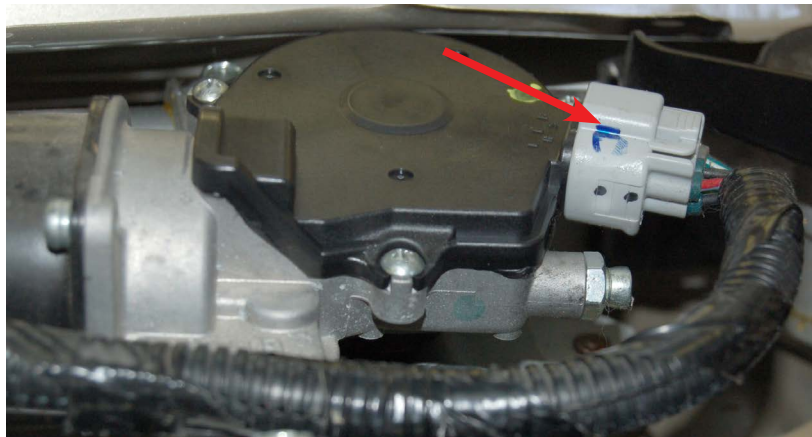
Continued...



- 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

SUBARU
Campaign Code
WTK-71
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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.