

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

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

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QUALITY DRIVEN® SERVICE

**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2010-2014 MY Legacy and Outback (M/T models)      **NUMBER:** **WTV-81R**  
**SUBJECT:** Electronic Parking Brake (EPB) Actuator      **NHTSA ID:** 18V-626  
**DATE:** 10/30/18  
**REVISED:** **07/02/19**

**INTRODUCTION:**

Subaru of America, Inc. (Subaru) is recalling all 2010-2014 model year Legacy and Outback vehicles equipped with a manual transmission (M/T), to replace the electronic parking brake (EPB) actuator assembly. A total of 27,175 U.S. vehicles are affected by this recall.

Vehicles equipped with an automatic transmission are not affected by this recall. However, they will be covered under an extended warranty. Details of the extended warranty coverage will be forthcoming.

**AFFECTED VEHICLES:**

| Model Year | Carline                   | Production Range |
|------------|---------------------------|------------------|
| 2010-2014  | Legacy equipped with M/T  | All M/T          |
| 2010-2014  | Outback equipped with M/T | All M/T          |

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is available.

**DESCRIPTION OF THE ISSUE AND SAFETY RISK:**

Due to improper manufacturing processes, a capacitor on the circuit board and/or the actuator stroke sensor magnetic ring located in the control unit of the EPB may crack over time. If either component develops a crack, the brake telltale warning lamp will illuminate, and the EPB may not apply as intended.

If the manual transmission (M/T) shift lever is not in the recommended gear when the vehicle is parked and the EPB does not engage, the vehicle may roll away, increasing the risk of a crash.

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| <p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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## DESCRIPTION OF THE REMEDY:

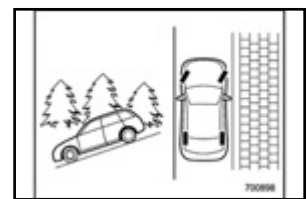
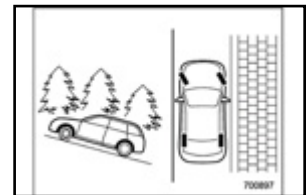
Once parts are available, the EPB actuator assembly will be replaced on all 2010-2014 model year Legacy and Outback vehicles equipped with a manual transmission (M/T).

## RETAILER RESPONSIBILITY:

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.

Until **this repair is performed**, please advise owners of the information and parking tips listed below, which are also described in the owner's manual. Until this repair can be performed, the driver should do the following when parking the vehicle:

- Whenever possible, park the vehicle in a flat location.
- When parking uphill, the front wheels should be turned away from the curb as shown. Also, be sure to shift the M/T shifter into first gear when parking uphill.
- When parking downhill, the front wheels should be turned into the curb as shown. Also, be sure to shift the M/T shift lever into reverse gear when parking the vehicle downhill.
- Apply the electronic parking brake (EPB) by depressing the brake pedal and pressing the parking brake switch firmly.



Under normal operating conditions, the brake system warning light illuminates with the parking brake applied while the ignition switch is in the "ON" position. The light turns off when the parking brake is released.



However, the brake system warning light flashes when the EPB system is malfunctioning. If the brake system warning light flashes, the driver should park the vehicle in a safe location as soon as possible, taking the above precautions, and contact a Subaru retailer.

## OWNER NOTIFICATION:

**Interim owner notification letters were sent by first class mail in November, 2018, advising of this recall and that parts were not yet available.**

**Now that parts are available, the affected owners will be notified again by mail on or around July 15, 2019, and by email if a valid email address is on file.**

*Continued...*

## RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner re-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 information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers 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 sole purpose of completing this recall.

## PART INFORMATION:

| Description   | Part Number | Application           |
|---------------|-------------|-----------------------|
| ACTR ASSY EPB | 26002AJ04A  | 2010-2012MY M/T       |
|               | 26002AJ05A  | 2013-2014MY M/T       |
| SELF-LOCK NUT | 23508000    | All, Qty. 4 / vehicle |

## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The existing service procedure for replacing the EPB actuator assembly remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

## 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<br>(contains one sheet of 20 labels) | 1              |

|                      |
|----------------------|
| <b>SUBARU</b>        |
| Campaign Code        |
| <b>WTV-81</b>        |
| COMPLETED            |
| DIST./DEALER NO.     |
| SERIAL NO.           |
| <b>DO NOT REMOVE</b> |

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## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

| Labor Description                         | Labor Operation # | Labor Time | Fail Code | Claim Type |
|---|-------------------|------------|-----------|------------|
| WTV-81- EPB Actuator Assembly Replacement | A154-421          | 1.3        | WTV-81    | RC         |

**IMPORTANT:** When submitting a claim for an interim repair as described in the Retailer Responsibility section above, always use the failure code and labor operation codes from the Labor Time Guide and **NOT** the WTV-81 Service Campaign coding.

## 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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**IMPORTANT SAFETY RECALL**

This notice applies to the VIN below.



**SUBARU**

Subaru of America, Inc.  
P.O. Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
www.subaru.com

**Subaru Recall WTV-81  
NHTSA ID 18V-626  
November 2018 – Interim Notice**

**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 equipped with a manual transmission (M/T). These vehicles are also equipped with an electronic parking brake, which is operated by pushing or pulling the parking brake switch. You received this notice because our records indicate that you currently own one of these vehicles.

**REASON FOR THIS RECALL:**

Due to improper manufacturing processes, a capacitor on the circuit board and/or the actuator stroke sensor magnetic ring located in the control unit of the electronic parking brake (EPB) may crack over time. If either component develops a crack, the brake system warning lamp will flash, and the EPB may not apply as intended.

If the manual transmission (M/T) shift lever is not in the recommended gear when the vehicle is parked and the EPB does not engage, the vehicle may roll away, increasing the risk of a crash.

***Remedy parts are not yet available.***

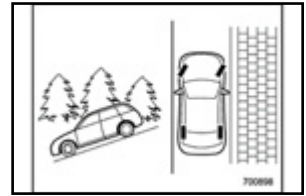
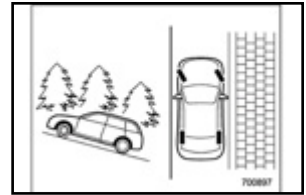
Subaru is in the process of acquiring the parts necessary to perform this repair. Once there is a sufficient supply of parts available, Subaru will contact you again by mail advising you to proceed with scheduling an appointment with your Subaru retailer (dealer). We expect parts to be available in the second quarter of 2019.

***Continued...***

**PRECAUTIONS TO TAKE UNTIL THE REPAIR CAN BE PERFORMED:**

Until this repair can be performed, please do the following when parking your vehicle:

- Whenever possible, park your vehicle in a flat location.
- When parking uphill, the front wheels should be turned away from the curb as shown. Also, be sure to shift the M/T shifter into first gear when parking uphill.
- When parking downhill, the front wheels should be turned into the curb as shown. Also, be sure to shift the M/T shift lever into reverse gear when parking your vehicle downhill.
- Apply the electronic parking brake (EPB) by depressing the brake pedal and pressing the parking brake switch firmly



To release the EPB, pull the parking brake switch toward you while the ignition switch is in the "ON" position with both the brake pedal and clutch pedal depressed.



Under normal operating conditions, the brake system warning light illuminates with the parking brake applied while the ignition switch is in the "ON" position. The light turns off when the parking brake is released.

However, the brake system warning light flashes when the EPB system is malfunctioning. If the brake system warning light flashes, park your vehicle in a safe location as soon as possible, taking the above precautions, and contact your Subaru retailer.

**WHAT SUBARU WILL DO:**

When remedy parts are available, Subaru will replace the electronic parking brake (EPB) actuator in your vehicle at no cost to you. Subaru will notify you again by mail when remedy parts are available, advising you to proceed with scheduling an appointment with your Subaru retailer.

**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: WTV-81 Recall**  
**P.O. Box 9103, Camden, NJ 08101-9877**

*Continued...*

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.

**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.wtv81.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to: [www.subaru.com](http://www.subaru.com) and select "Contact Us"
- By telephone: 1-844-373-6614 Monday through Friday between 8:00 a.m. and 7:00 p.m. ET.
- By U.S. Postal mail: Write us at:

Subaru of America, Inc.  
Attn: Customer-Retailer Services Department  
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification E-mail System, please go to:  
<https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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 (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle 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.

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 SUBARU CORPORATION*

***Continued...***

## OWNER NOTIFICATION LETTER

**IMPORTANT SAFETY RECALL**  
**This notice applies to the VIN below**



Subaru of America, Inc  
PO Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
www.subaru.com

**Subaru Recall WTV-81**  
**NHTSA ID 18V-626**  
**July 2019**

### 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 equipped with a manual transmission (M/T). These vehicles are also equipped with an electronic parking brake, which is operated by pushing or pulling the parking brake switch. You previously received a letter informing you of this recall, stating that the remedy parts were not yet available.

***This letter is to inform you that parts are now available.***

### REASON FOR THIS RECALL

Due to improper manufacturing processes, a capacitor on the circuit board and/or the actuator stroke sensor magnetic ring located in the control unit of the electronic parking brake (EPB) may crack over time. If either component develops a crack, the brake system warning lamp will flash, and the EPB may not apply as intended.

If the manual transmission (M/T) shift lever is not in the recommended gear when the vehicle is parked and the EPB does not engage, the vehicle may roll away, increasing the risk of a crash.

### WHAT SUBARU WILL DO

Subaru will replace the electronic parking brake (EPB) actuator in your vehicle at no cost to you.

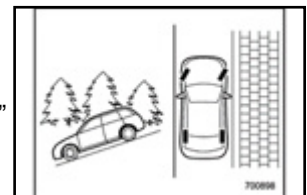
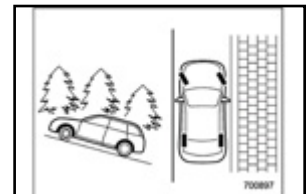
### WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) for an appointment to have the electronic parking brake (EPB) actuator replaced in your vehicle, free of charge. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

### PRECAUTIONS TO TAKE UNTIL THE REPAIR CAN BE PERFORMED

Until this repair can be performed, please do the following when parking your vehicle:

- Whenever possible, park your vehicle in a flat location.
- When parking uphill, the front wheels should be turned away from the curb as shown. Also, be sure to shift the M/T shifter into first gear when parking uphill.
- When parking downhill, the front wheels should be turned into the curb as shown. Also, be sure to shift the M/T shift lever into reverse gear when parking your vehicle downhill.
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To release the EPB, pull the parking brake switch toward you while the ignition switch is in the "ON" position with both the brake pedal and clutch pedal depressed.

Under normal operating conditions, the brake system warning light illuminates with the parking brake applied while the ignition switch is in the "ON" position. The light turns off when the parking brake is released.

However, the brake system warning light flashes when the EPB system is malfunctioning. If the brake system warning light flashes, park your vehicle in a safe location as soon as possible, taking the above precautions, and contact your Subaru retailer.

**BRAKE / (!)**

***Continued...***



## HOW LONG WILL THE REPAIR TAKE?

The time to perform this repair is less than 90 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

## CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please update this information online at [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: WTV-81 Recall  
P.O. Box 9103, Camden, NJ 08101-9877**

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## 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.wtv81.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us"
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer-Retailer Services Department  
P.O. Box 9103, Camden, NJ 08101-9877

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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.

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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