

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

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

© 2019 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2019MY Ascent
 2019MY Crosstrek Hybrid (PHEV)
 2019MY Forester

NUMBER: WUW-08
NHTSA ID: 19V-856
DATE: 12/04/19

SUBJECT: PCV Valve- Design Change

INTRODUCTION:

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2019 model year Ascent, Forester, and Crosstrek Hybrid vehicles in which the Positive Crankcase Ventilation (PCV) valve may be defective.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

The PCV valve may separate and allow engine oil to enter the combustion chamber, resulting in a visible change in appearance and/or the amount of tailpipe exhaust. If driving under this condition continues, separated components from the PCV valve may enter the engine. If this occurs, the vehicle may experience a loss of motive power, increasing the risk of a crash.

AFFECTED VEHICLES:

A total of 51,613 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range	Affected Vehicle Count
2019	Ascent	February 22, 2018 – August 31, 2018	18,193
2019	Forester	July 4, 2018 – March 21, 2019	33,383
2019	Crosstrek PHEV	September 11, 2018 – October 8, 2018	37

Not all vehicles in the production ranges listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. The status of this recall will display as “Open- Remedy Not Yet Available” until sufficient parts supply is available to support this recall.

PARTS:

Sufficient remedy parts supply is expected to be available within this month. Once available, parts must be ordered through PRIME. Please refer to ‘Recalls & Campaigns/PRIME Max Quantities’ on Subarunet for the orderable quantities.

<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 style="text-align: center;">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>
--	--

Continued...

RETAILER RESPONSIBILITY:

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). In-stock, unsold vehicles may be repaired with existing replacement parts inventory (see PARTS INFORMATION below). Those parts should be ordered through normal parts ordering channels. Please refer to the service procedure and claim submission information within this bulletin.

Additionally, once the PCV valve kits are available, whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$21,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

OWNER NOTIFICATION:

Subaru will notify affected vehicle owners by first class mail within 60 days. Owners with a valid email address on file will also be notified by email. Retailers will be advised when the notification is scheduled.

PARTS INFORMATION:

ASCENT:

A Service Parts Kit, **p.n. X1181AA010** for use on **ASCENT** models only is currently in transit. When available, the kit will consist of a new PCV valve and the 2- **one-time use** o-rings required to be replaced when removing the intercooler assembly.



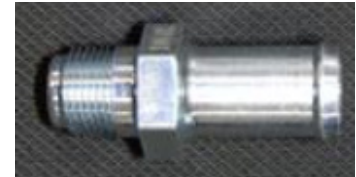
Continued...

VERY IMPORTANT: Until the Parts Kit is available, the individual parts listed below must be ordered and installed to complete this repair **ON IN-STOCK VEHICLES ONLY:**

- PCV Valve: **11810AA210**
- Intercooler Gasket: **21896AA130**
- Intercooler Gasket: **14497AA080**
- Separator cover: **11831AA260** (only if necessary, same p.n. for Ascent, Forester and Crosstrek PHEV)

FORESTER and CROSSTREK PHEV:

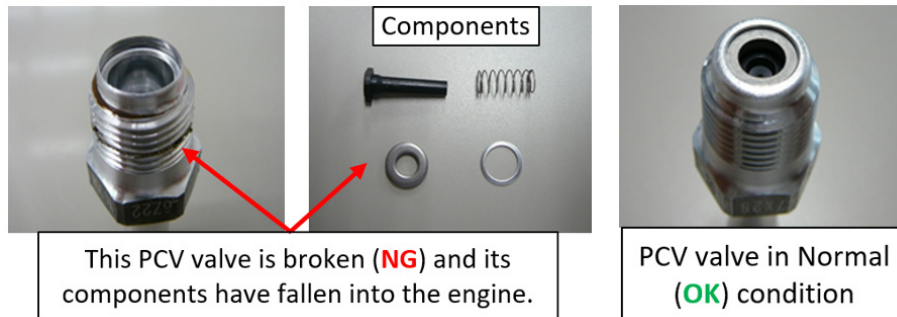
Replace the PCV Valve using p.n. **11810AA200**. Reinstall the original PCV hose.



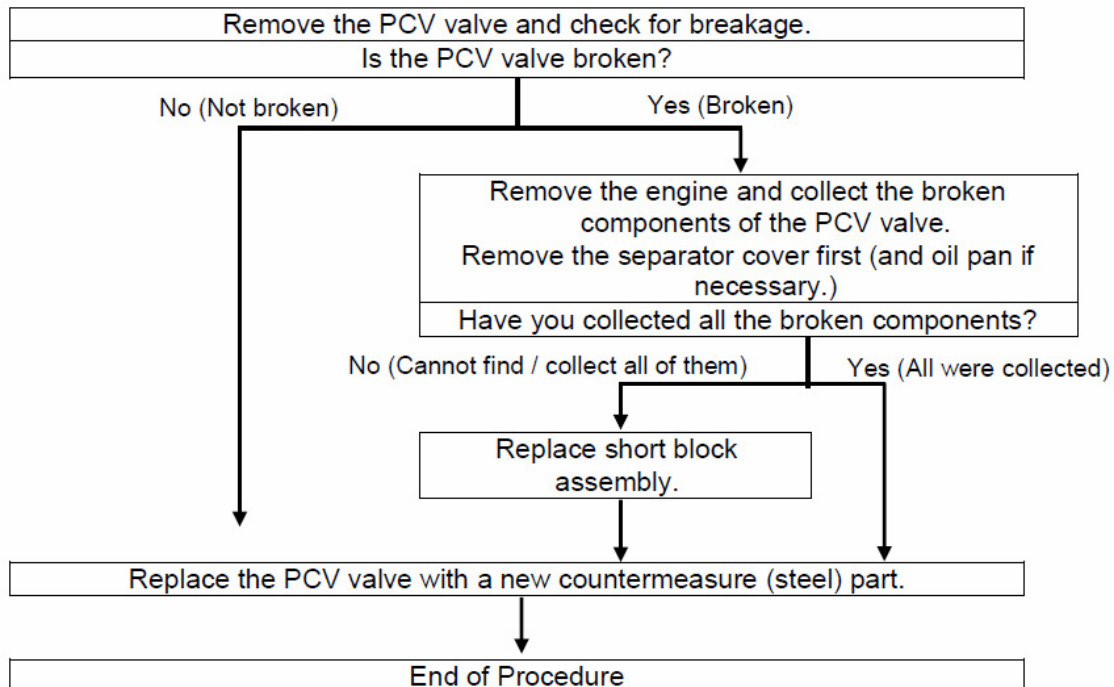
SERVICE PROCEDURE:

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

The PCV Valve on the affected models listed above may have been produced improperly. If the PCV Valve is broken, its internal components may have fallen into the engine. This may result in a large amount of white smoke from the tail pipe.



Flow Chart:

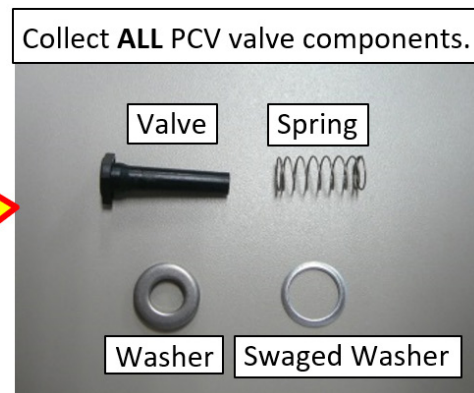
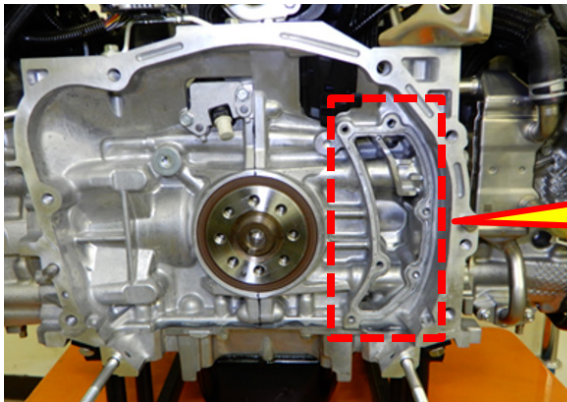


Continued...

Step 1: Remove the PCV Valve following the procedure in the applicable Service Manual.

- If the PCV valve is **BROKEN (NG)**, proceed to **Step 2** and remove the engine following the procedure in the applicable Service Manual.
- If the PCV valve is **OK (NOT broken)**, replace it with a new PCV valve to complete the procedure following the applicable Service Manual. Proceed to the Claim Reimbursement and Entry Procedures section.

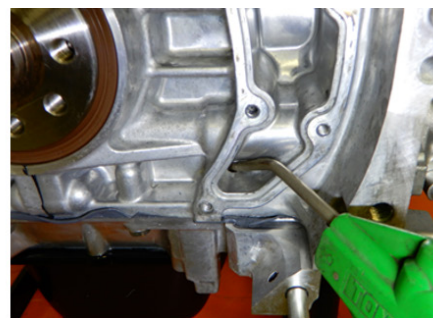
Step 2: Following the applicable Service Manual procedures, remove the oil separator cover and collect the PCV valve components (4 small parts) as shown in the photos below. If all four (4) of the PCV valve components cannot be collected after removing the oil separator cover, proceed with removing the oil pan to collect any remaining components.



TIP: If any PCV valve components remain in the oil pan-side passage, apply compressed air to the oil pan side passage as shown below.



Oil Pan-side Passage



CAREFULLY blow air into the oil pan-side passage to collect the remaining PCV valve components.

IMPORTANT REMINDERS:

- Always wear safety glasses.
- Never reuse the oil separator cover as it is a **one-time use** item. Replace it with p.n. **11831AA260**.

Continued...

Step 3:

- If all the broken PCV valve components cannot be collected, replace the short block assembly along with a new PCV valve following the applicable Service Manual procedures.
- If all the broken PCV valve components are collected, install a new separator cover and PCV valve. Reassemble the vehicle in reverse order following the applicable Service Manual procedures to complete the procedure.

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 / Model Applicability			Fail Code	Claim Type
		Ascent	Crosstrek PHEV	Forester		
PCV VALVE INSPECTION / REPLACEMENT	A145-641	0.4	0.3	0.2	WUW-08	RC
PCV VALVE INSPECTION, ENGINE R&R, SEPARATOR COVER REMOVAL TO COLLECT PCV PARTS, REPLACE PCV VALVE	A145-642	5.1	3.4	4.6		
PCV VALVE INSPECTION, ENGINE R&R, SEPARATOR COVER & OIL PAN REMOVAL TO COLLECT PCV PARTS, REPLACE PCV VALVE	A145-643	6.1	4.2	5.4		
PCV VALVE INSPECTION, ENGINE R&R, SEPARATOR COVER & OIL PAN REMOVAL, COLLECT PCV PARTS, REPLACE SHORT BLOCK & PCV VALVE	A145-644	13.6	12.2	13.3		

NOTE: When claiming for the ThreeBond 1217H sealer:

- If the repair is replacing the PCV **ONLY**, use p.n. **SOA635322** for sealing the PCV valve threads.
- If the repair required involves resealing the separator cover and oil pan, use p.n. **SOA635068**.
- If the repair required involves Shortblock assembly replacement, use p.n. **SOA635305**.

CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION” CERTIFICATE

The California Air Resources Board and the Department of Motor Vehicles Registration/Recall Program requires that all emission related Recall/Campaign or Service Program repairs be completed before a vehicle registration is renewed. Please provide owners of vehicles registered in the state of California a completed “Vehicle Emission Recall - Proof of Correction” certificate. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this service program repair has been completed.

Additional certificates are available through normal parts ordering channels using part number MSA6P1301. Quantity 1 = 1 booklet of 50 certificates.

Continued...

Vehicle Emission Recall - Proof of Correction

License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer <u>Subaru of America, Inc.</u>		Recall Number _____		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws				
Dealer's Name _____		Address, City, State and Zip _____		
Date _____	Dealership's Authorized Signature _____			
Return this certificate to DMV only when required-otherwise retain for your records.				

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
WUW-08
COMPLETED DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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.