



Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: September 18, 2014

Subject: New Subaru Recall Campaign: 2015 Outback Accessory Trailer Hitch Assembly – WQN-50

Subaru of America, Inc. has determined that a defect, which relates to motor vehicle safety, exists on certain 2015 Outback vehicles equipped with a Genuine Subaru accessory trailer hitch assembly, part number L101SAL010. There may be a mounting issue when installing the affected accessory trailer hitch assemblies.

Affected Vehicles

There are approximately 56 potentially affected 2015 model year Outback vehicles. These vehicles are equipped with a Genuine Subaru accessory hitch assembly, specifically part number L101SAL010. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available when owner notification begins.

Description of the Safety Defect and Safety Hazard

Mounting nuts included in the accessory trailer hitch assembly are used to affix the trailer hitch to eight (8) separate bolts (studs) welded to the body of the affected vehicles. Subaru has determined there may be a mounting issue when installing the affected accessory trailer hitch assemblies. As a result, the installer could underestimate the amount of torque being applied to the mounting nuts. Excessive tightening of the mounting nut may, in turn, damage the bolts (studs) on the vehicle.

If this were to happen, the mounting nut(s) may not provide sufficient force to remain attached to the bolt(s) or the bolt(s) themselves might break. Should one or both of these phenomena occur while a trailer is being towed, the driver might not be able to operate the vehicle as desired or the trailer may detach from the vehicle. Either situation could possibly result in a crash.

Description of the Remedy

The remedy plan calls for retailers to replace all eight (8) mounting nuts for the accessory trailer hitch assembly. Also, the retailers will inspect all eight (8) bolts (studs) for damage and determine whether replacement is required.

Retailer Program Responsibility

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer new or used inventory, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New, used, demo or SSLP 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 the Product Campaign Bulletin, which will be issued shortly.

Please be advised that it is a violation of Federal law for a retailer 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 (new, used, demo) prior to the vehicle being placed in service may be subject to civil penalties of up to \$7,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Retailer Agreement.

Owner Notification

Subaru will notify potentially affected vehicle owners by first class mail. This is expected to occur on or before October 15, 2014. Retailers will be advised when owner notification begins.