

- 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:** 2019MY Ascent

**NUMBER:** WUI-94

**SUBJECT:** STOP SALE: Propeller Shaft

**DATE:** 07/02/19

Subaru of America, Inc. is recalling certain 2019 model year Ascent vehicles. A total of 166 U.S. vehicles are affected by this recall.

This recall affects certain vehicles within the production date range listed below. Please note, not all vehicles within the Production Date range are affected. Vehicle coverage must be confirmed through Subarunet prior to repair.

**AFFECTED VEHICLE INFORMATION:**

Model Year	Carline	Production Date	Vehicle Count
2019	Ascent	June 7 - June 11, 2019	166

**DESCRIPTION OF THE RECALL AND REMEDY:**

This recall involves replacement of the propeller shaft assembly.

*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.*

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

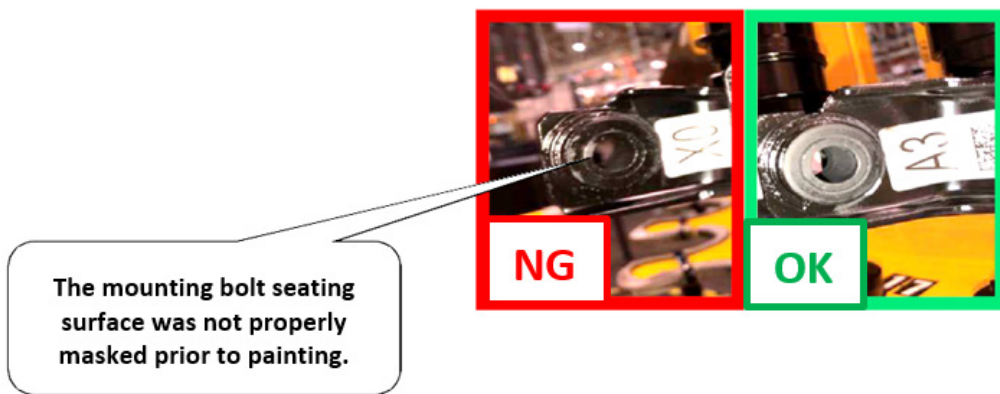
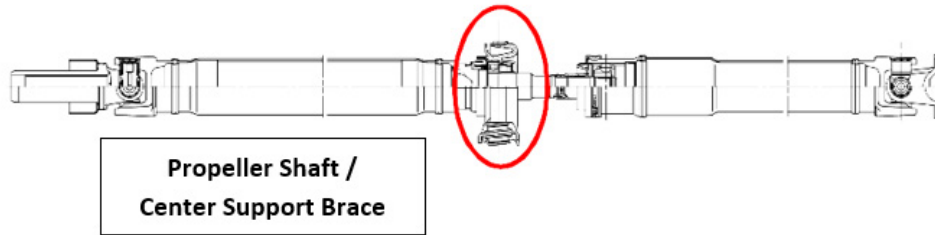
**Subaru of America, Inc. is ISO 14001 Compliant**

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.

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**INTRODUCTION:**

During manufacture of the propeller shaft assembly, the mounting surfaces for the two (2) center support brace bolts were inadvertently painted as shown in the **NG** example photo below. The mounting surface should be unpainted as shown in the **OK** photo. Because of this, the mounting bolt torque applied during propeller shaft installation may relax due to continued vibration. This service procedure involves replacing the propeller shaft assembly and the related hardware.



**PRODUCTION CHANGE INFORMATION:**

Vehicles affected by this campaign were built between June 7th and June 11th, 2019.

**PART INFORMATION:**

Description	Part Number	Qty. Required	Note
PROPELLER SHAFT AY	27111XC00A or B	1	A & B parts are interchangeable
BOLT & WASHER ASSY**	901250043	2	Bolt for Propeller Shaft
GASKET**	44022AA123	1	Gasket (donut) for EPF - EPR
	44011AL000	1	Gasket for EPR - Muffler
SELF LOCK NUT M10**	902330011	4	Nut for EPR and Muffler

**\*\*Indicates one-time use parts which must be replaced.**

**IMPORTANT NOTES:**

- Retailers will need to order all the parts listed above for each affected vehicle.
- Part numbers **27111XC00A** and **B** (Propeller Shaft Ay) are currently on hold. Please contact the PICs with both the VIN and Sales Order Number to have the required propeller shaft released and shipped.

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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for propeller shaft removal / replacement remain unchanged from those supplied in the current Service Manual. Always refer to the applicable Service Manual and review the full requirements of the repair being performed before proceeding. 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. In this case, all the gaskets and hardware listed in the Parts Information section above are **one-time use** items.

**VERY IMPORTANT:** After removing the original propeller shaft, confirm there is no residual **BLACK** paint remaining from the center support brace on both mounting surfaces of the body. The mounting surfaces **must be clean** as shown below. Use a mild solvent on a clean shop cloth to clean the area if necessary. **NEVER** use an abrasive disc or otherwise remove the tan-colored protective underbody finish coat. Doing so will expose bare metal making it susceptible to corrosion / rust.



## 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](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
PROPELLER SHAFT REPLACEMENT	A198-551	0.5	WUI-94	RC

## 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.