

- 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: 2013-2017 Crosstrek
 2014-2016 Forester
 2008-2016 Impreza 4-door
 2012-2016 Impreza 5-door
 2008-2014 WRX 4-door

NUMBER: WUE-90R
NHTSA ID: 19V-149
DATE: 04/09/19
REVISED: 11/08/19

SUBJECT: Brake Lamp Switch Replacement

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling certain Crosstrek, Forester, Impreza, and WRX vehicles to replace the brake lamp switch. A total of 1,303,530 U.S. vehicles will be affected by this recall.

AFFECTED VEHICLES:

Model Years	Carline	Production Date Range	Vehicle count
2013-2017	Crosstrek	May 17, 2012 – June 13, 2017	363,566
2014-2016	Forester	December 18, 2012 – April 28, 2016	526,941
2008-2016	Impreza 4-door	April 26, 2007 – October 28, 2016	162,744
2012-2016	Impreza 5-door	April 28, 2011 – October 3, 2016	210,553
2008-2014	WRX 4-door	April 26, 2007 – January 15, 2014	39,726

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. Please be advised that the status of this recall will display as “Open – Remedy Not Yet Available” until the parts and special tools to perform this repair are available. On April 16, 2019, the status of this recall will be updated from “Open- Remedy Not yet Available” to “Open” for all affected vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

Silicone gas, potentially introduced to the vehicle through various consumer goods, may seep into the brake lamp switch housing on the affected vehicles. If silicone gas is present in the switch housing during contact closure, silicon dioxide may form a deposit layer on the switch contact terminal. If this layer accumulates, the switch contact may lose conductivity, which may result in a loss of function.

<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>
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If the brake lamps do not illuminate properly, a trailing vehicle may be unable to recognize the braking operation, which may increase the risk of a rear-end collision.

DESCRIPTION OF THE REMEDY:

Subaru retailers will replace the brake lamp switch on all affected vehicles, with a remedied one.

RETAILER RESPONSIBILITY:

Once the parts and special tools are available to perform this repair, retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory.

Any vehicles (new, used, demo, SSLP, etc.) listed in a recall/campaign that are in the retailer's 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, once the parts and tools are available.

Until the parts and special tools are available, this recall cannot be performed. If an affected vehicle is in for service, please inform the owner that their vehicle is affected by this recall and that remedy parts are not yet available, and that all affected owners will be notified by mail once the repair can be performed.

Depending on the model, the brake lamp switch functions may include: brake lamp illumination, transmission interlock (shifting from park), ignition interlock (push-button ignition start), anti-lock brake system (ABS) functionality, vehicle dynamics control (VDC) functionality, and/or EyeSight operation. If the vehicle experiences a loss in function, as described, any of the associated warning light(s) will illuminate. In the event of a brake lamp switch failure, the brake system's ability to stop the vehicle is unaffected.

If it is confirmed that the brake lamp switch is malfunctioning on an affected vehicle prior to remedy parts being available, please order and install the current replacement part applicable to the vehicle, at no charge to the customer. Please ensure that the customer understands that such a replacement would be an interim repair until the modified remedy parts become available.

OWNER NOTIFICATION:

Owner notification by first class mail will occur from April 15 through April 29, 2019. Owners with a valid email address on file with MySubaru.com will also be notified by email once all the postal mailings have been completed. After April 29, Care Connect will have this recall and will include it in Scheduled Maintenance Triggers and Recall Market Drivers.

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RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers 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*

PARTS INFORMATION:

A Brake Lamp Switch Repair Kit has been established. The part number is **83319FJ000**. The kit includes:

- Brake Lamp Switch
- Adapter Harness
- Clevis Pin



VERY IMPORTANT: A special SILICONE-FREE grease is required to be used for lubricating the clevis pin connecting the master cylinder operating rod to the brake pedal. The (ordering) part number is **SOA868V9700**. A quantity of one consists of a box containing four 2-ounce tubes of this special grease. This grease is NOT included in the Brake Lamp Switch Repair Kit listed above. **DO NOT SUBSTITUTE** any other readily-accessible grease for this repair as the internal components of the brake lamp switch will likely be damaged.

NOTE: The grease part number required for claim submission purposes is **SOA635155**.

On April 10, 2019, SOA Parts will enter orders into the system to automatically ship an initial supply of the brake lamp switches, special grease, and special tools needed for this repair. Each retailer will receive an initial supply of the following:

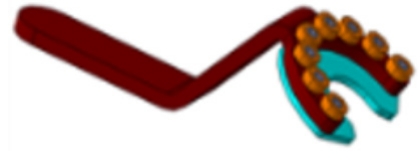
- 40 brake lamp switch kits
- 4 - 2 oz. tubes of special grease
- 3 special tools

Additional brake lamp switch kits must be ordered through PRIME. Please refer to 'Recalls & Campaigns/PRIME Max Quantities' on Subarunet for the orderable quantities.

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SPECIAL TOOL INFORMATION:

A special magnetic tool (p.n. **83399FJ000RT**) has been developed to secure the Adjusting nut of the new brake lamp switch. Each retailer will be supplied with THREE of these tools free of charge. A metric tape measure is highly recommended for the adjustment measurement procedure.



SPECIAL TOOL CAUTIONS:

This Special Tool is equipped with a series of high-powered magnets. Follow the instructions below for your safety.

1. A person wearing electronic medical device such as a pacemaker is prohibited to use or be near this tool. The magnetic force generated by this tool may interfere with operation of medical devices and pose a possible serious risk.
2. This tool may affect operation of other electronic devices or magnetic recording mediums. Never leave the tool in a car when not being used.
3. When using this tool, disconnect the negative terminal from the battery to prevent damaging other electronic device(s) which may be close by.
4. Since this tool generates a strong magnetic force, it may attract metal powder, metal debris, small parts etc. Always keep the tool clean and away from metal contaminants.

TIP: To prevent leaving the tool behind after completing the repair, CAREFULLY drill a small hole in the handle end of the tool and install an unused lanyard as shown.



SERVICE PROCEDURE:

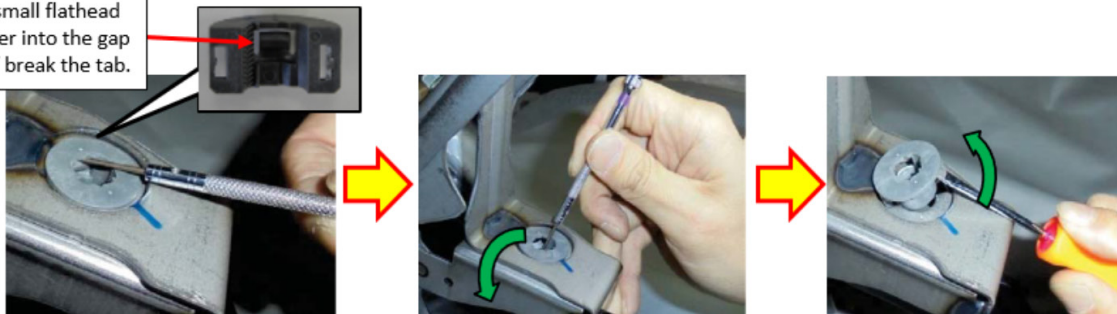
Before beginning this procedure:

- Record the customer's radio station presets and Navigation favorites (where applicable).
 - Disconnect the ground cable from battery and wait for at least 60 seconds before proceeding.
- 1) Remove the lower dash trim panels and related components as necessary for access to the brake lamp switch following the procedures in the applicable Service Manual. On models where the OBD connector bracket is installed onto the steering column, remove the bracket.
 - 2) Disconnect then remove the original brake lamp switch from the pedal bracket and discard. Tagging and retention for warranty are not required for this repair.

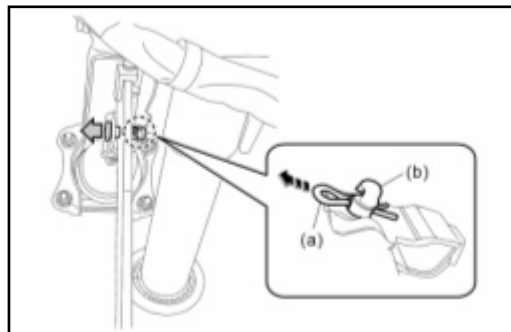
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- 3) Wearing appropriate eye protection and using a small flat-blade screw driver, pry and break one of the 2 retaining tabs securing the plastic clip to the pedal bracket. Use a larger flat-blade screw driver to pry the remainder of the clip loose. Make sure any remaining broken pieces are removed from the vehicle.

Insert a small flathead screwdriver into the gap then pry / break the tab.



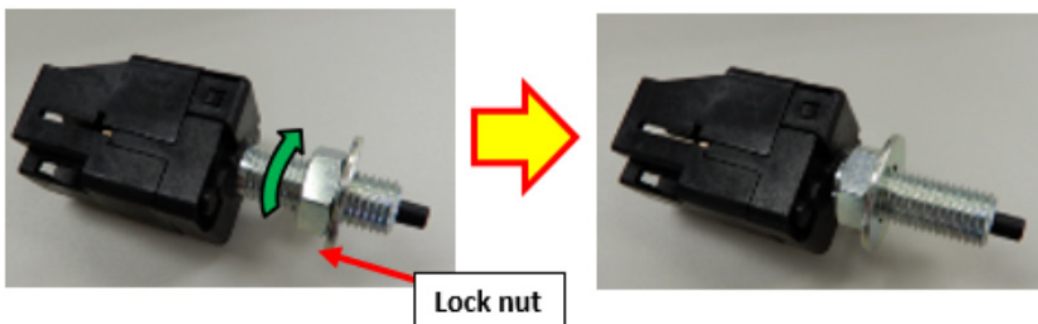
- 4) Remove the snap pin (a) and clevis pin (b), then separate the brake pedal from the operating rod.



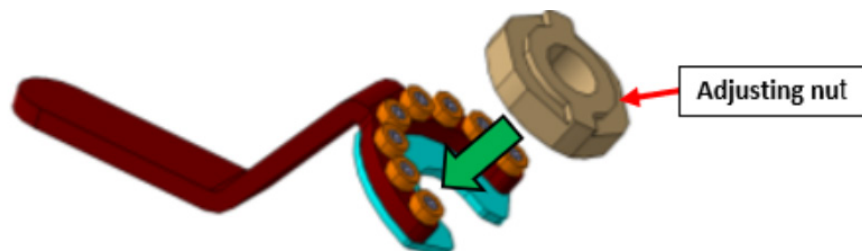
CAUTION:

- When handling the operating rod, pay attention not to apply excessive force to it.
- Do not tilt the operating rod over 3°(degrees) as brake booster internals may be damaged.

- 5) Prepare the brake lamp switch by disconnecting the conversion harness, removing the Adjusting nut and threading the Lock nut all the way up toward the switch body.

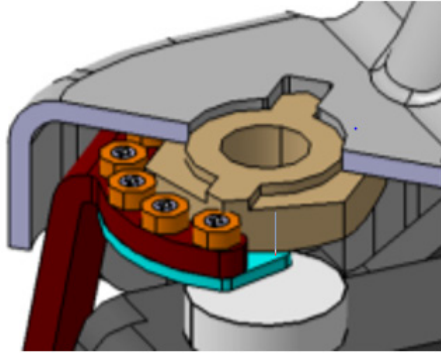


- 6) Apply the Adjusting nut onto the special tool as shown. The tool's magnets will hold it in place.



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- 7) Insert the special tool and apply the Adjusting nut to the front (engine side) of the brake pedal bracket. Make sure the tabs on the Adjusting nut and notches in the brake-pedal bracket are aligned. When the Adjusting nut is properly positioned, it will be flat against the front side of the bracket as shown.

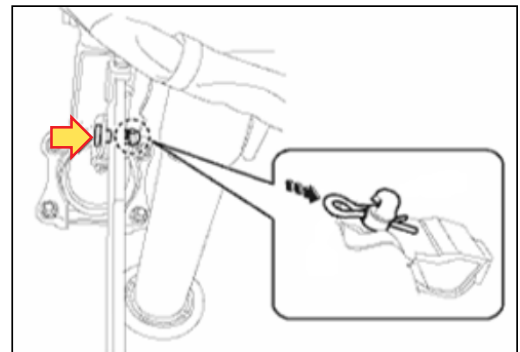


- 8) Thread the brake lamp switch into the adjusting nut clockwise until it stops. Do not over-tighten the switch. Remove the special tool.



IMPORTANT NOTES:

- Apply a **small** amount of the special grease on both the snap pin and NEW clevis pin to prevent wear.
- Make sure the NEW clevis pin is inserted in the proper direction (toward the column) as shown in the illustration.
- If the holes of the brake pedal and operating rod clevis do not align, turn the brake lamp switch counterclockwise while pulling up the brake pedal to keep the adjusting nut “locked” in position. Reposition the brake pedal as necessary until the holes align. Once aligned, tighten the Lock nut with your fingers to keep the switch in position.



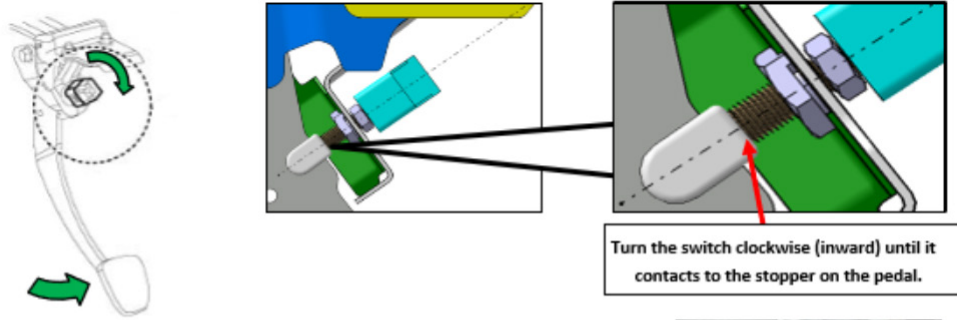
- 9) Using the NEW clevis pin from the kit, re-connect the brake pedal to the operating rod and install the snap pin.

- 10) Adjust the brake lamp switch following the procedure below:

- Turn the brake lamp switch clockwise while pulling up the brake pedal until the tip of the switch contacts to the brake pedal stopper.

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- Determine the exact position where the brake lamp switch contacts the stopper by watching the brake pedal begin to move. Call this the “Zero Point”. A “feel” will develop over time for determining this switch position.



- Put a small mark on the brake pedal bracket and the brake lamp switch body for “Zero Point” reference. **TIP:** use the corner of the switch for reference to make the adjustment procedure easier.

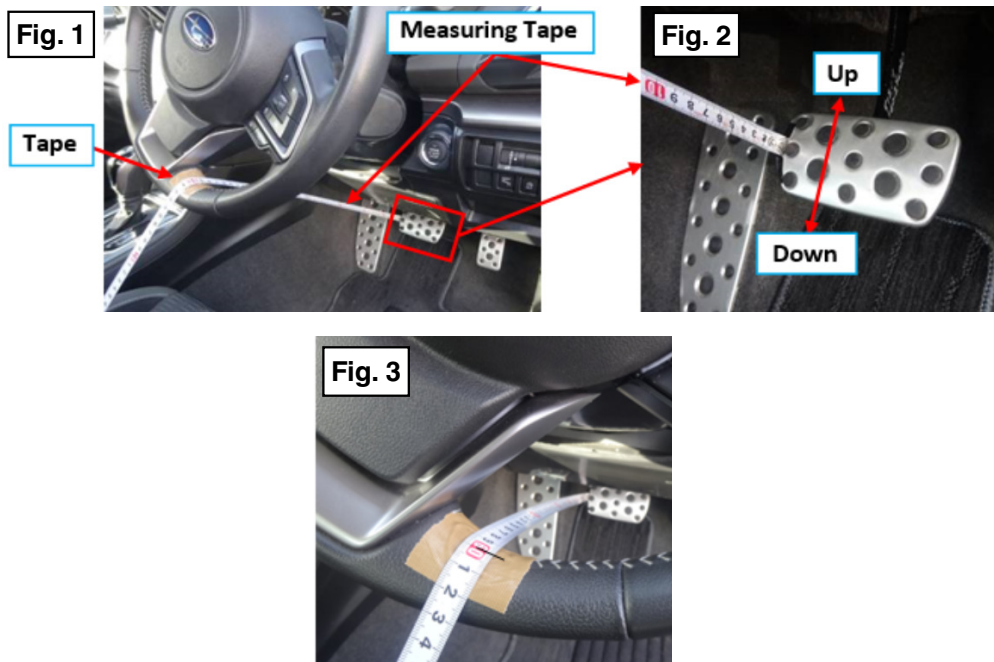


- With the switch at the Zero Point, turn it 1.5 turns COUNTERCLOCKWISE then “snug” the Lock nut to hold this initial adjustment.
- Re-connect the conversion harness to the switch and vehicle harness.
- Re-connect the negative battery terminal but DO NOT turn on the ignition.
- Adjust the steering wheel position.
 - › Tilt position: **All the way DOWN.**
 - › Telescopic position: **All the way IN.**
- Apply a small piece of tape to the steering wheel at the 6:00 position (**Fig. 1**). Use a fine-point pen or sharp pencil to make a thin line (**Fig. 3**) below. **IMPORTANT:** To avoid possible damage to the steering wheel cover, use a tape with enough adhesive strength to keep it attached while measuring and remove it as soon as possible. Blue painter’s tape or other low adhesive, residue-free tape is recommended.
- “Hook” the end of a tape measure to the end of the brake pedal as shown below. **NOTE:** The up-down position (**Fig. 2**, blue line) of the tape measure on the brake pedal is critical for making consistent measurements.
- **SLOWLY** depress the brake pedal until the brake lights illuminate. Measure the brake pedal stroke (distance from “free” position to stop light ON position) following the reference pictures below.

The pedal stroke specification for these models is 4mm to 6mm.

- If the measurement is within the standard value (4 mm - 6 mm), proceed to **11**) below and secure the conversion harness as described in **12**) below.
- If the measurement is out of standard value (less than 4 mm or more than 6 mm), repeat this step and **CAREFULLY** re-adjust the brake lamp switch position as necessary to achieve the standard value.

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- 11) Tighten the Lock nut to 8.0 Nm (5.9 ft. lbs.) and re-check the measurement to confirm it is still within specification. Repeat 10) above if needed.
 - 12) Once final confirmation of the adjustment is complete, secure the conversion harness to the vehicle harness with electrical tape.
 - 13) If equipped, disconnect the negative battery cable again before re-installing the knee airbag module. Otherwise, reassemble the interior trim components in reverse order of removal.
 - 14) Reconnect the negative battery cable and tighten to 6Nm (4.4 ft. lbs.).
- NOTE:** If (where applicable) the Airbag light comes on and a DTC for the driver's knee airbag module is stored, always confirm the module has been fully reconnected and clear the memory before releasing the vehicle.
- 15) Reset the customer's 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.

SUBARU
Campaign Code
WUE-90
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.

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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
WUE-90 BRAKE LAMP SWITCH REPLACEMENT	183-821	0.5	WUE-90	RC

REMINDER: The grease part number required for claim submission purposes is **SOA635155**.

This recall repair may be eligible to be performed at an alternate repair site—for example, a customer’s home or place of business, or at an auction—and not at the retailer’s main service facility. Repairs performed at an alternate repair site are subject to the requirements of Section 13.10 of the Claims Policies and Procedures Manual. These requirements will be strictly enforced. Please contact the SOA Claims Helpline if you have questions about the policy.

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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OWNER NOTIFICATION LETTER

URGENT
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 Safety Recall WUE-90
NHTSA Recall ID 19V-149
April 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 2013-2017 model year Crosstrek vehicles, 2014-2016 model year Forester vehicles, 2008-2016 model year Impreza (4-door) vehicles, 2012-2016 model year Impreza (5-door) vehicles, and 2008-2014 model year WRX (4-door) vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Due to a potential defect in the brake lamp switch in your vehicle, the rear brake lamps may not illuminate as intended while braking. Brake lights that do not illuminate properly will not alert other drivers that the vehicle is slowing or stopping, increasing the risk of a crash.

In the event of a brake lamp switch failure, the brakes on your vehicle would not be affected. Secondary braking functions, however, such as ABS, VDC, and EyeSight® (if equipped), could be affected. In the event of a failure, the warning light(s) associated with these secondary braking functions will illuminate.

Depending on the vehicle model, the brake lamp switch functions affected by this condition may include the following:

- Rear brake lamp illumination
- Shifting a vehicle equipped with an automatic transmission out of 'Park'
- Starting a vehicle equipped with push-button ignition
- Anti-lock Brake System (ABS) functionality
- Vehicle Dynamics Control (VDC) functionality
- EyeSight® Driver Assist operation

WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have the brake lamp switch replaced in your vehicle for free.

If your vehicle exhibits a problem related to any of the brake lamp switch functions listed above, please contact your Subaru retailer immediately for assistance.

To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

WHAT SUBARU WILL DO

Subaru will replace the brake lamp switch in your vehicle with a remedied one, at no cost to you.

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HOW LONG WILL THE REPAIR TAKE?

The time to replace the brake lamp switch is approximately 30 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.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at 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: WUE-90 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

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 and select 'Find a Retailer.'

For additional information, please go to: <http://www.wue90.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to 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 email 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.