

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

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2017-18 MY Impreza
 2018MY Crosstrek

NUMBER: WUR-03R

DATE: 11/12/19

SUBJECT: Brake Hose Swelling Service Program

REVISED: 11/20/19

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace brake hoses that may swell due to fluid which can squeeze in between the hose’s inner and outer layers.

AFFECTED VEHICLES:

Model Year	Carline	Production Range
2017-2018	Impreza	7/28/2016 – 3/29/2018
2018	Crosstrek	5/09/2017 – 3/21/2018

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

DESCRIPTION OF THE REPAIR:

Subaru retailers will replace all four (4) brake hoses with the appropriate updated parts.

RETAILER RESPONSIBILITY:

Retailers are to promptly perform this repair on any affected vehicles that may be in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Any vehicles listed in a service program that are in the retailer’s stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

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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OWNER NOTIFICATION:

Subaru is in the process of acquiring registration data and will notify affected vehicle owners by first class mail by the mid-December. Retailers will be advised when owner notification occurs.

RETAILER AFFECTED VIN LISTS:

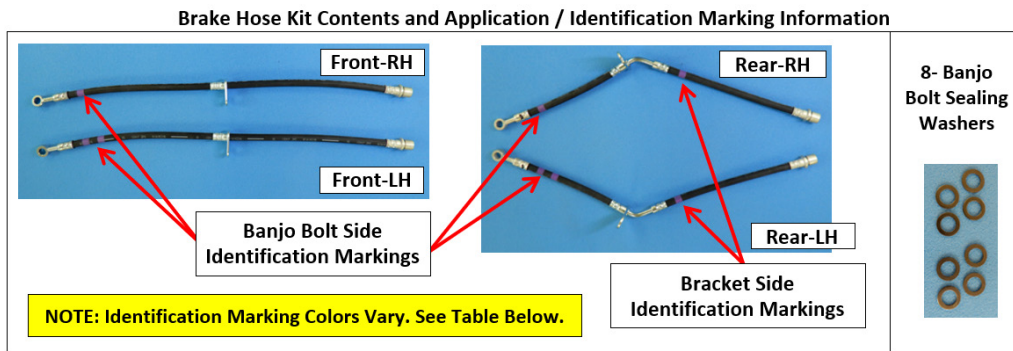
Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers as follows:

- 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 service program. 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 service program.

PARTS INFORMATION:

Description	Part Number	Application
Brake Hose Kit	26592FL000	Impreza
	26592FL010	Crosstrek
Brake Fluid	SOA868V9221	All



			Marking Color at Banjo Bolt Side	Number of ID Markings	Marking Color at Mounting Bracket Side	Number of ID Markings
IMPREZA	Front	RH	Blue	1	N/A	N/A
		LH	Blue	2	N/A	N/A
	Rear	RH	Blue	1	N/A	N/A
		LH	Blue	2	N/A	N/A
CROSSTREK	Front	RH	Purple	1	N/A	N/A
		LH	Purple	2	N/A	N/A
	Rear	RH	White	1	Purple	1
		LH	White	2	Purple	1

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SERVICE PROCEDURE / INFORMATION:

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

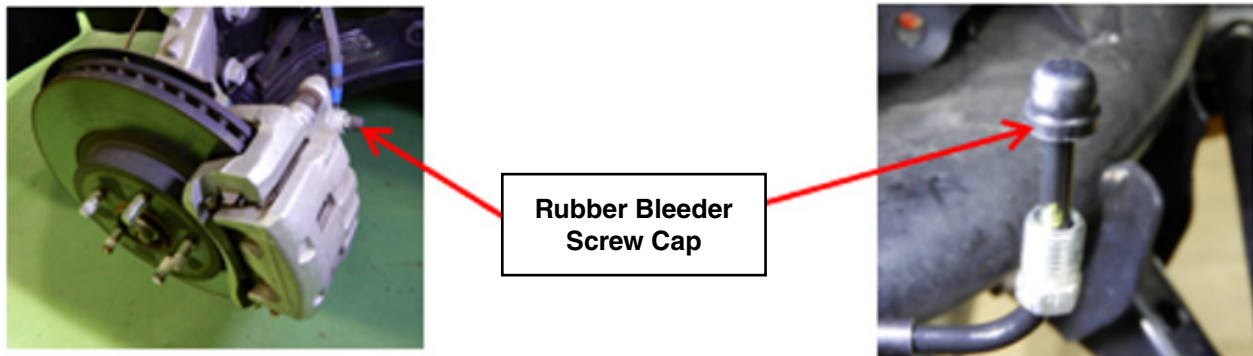
- 1) Replace all four (4) brake hoses following the procedures supplied in the applicable Service Manual.

HELPFUL TIPS:

- To minimize brake fluid loss, replace the brake hoses one at a time.
- Maintain the brake fluid level in the reservoir at the MIN level or higher as each line is replaced to reduce the amount of air entry into the brake system as some air will enter as each line is replaced. Brake bleeding will be required to complete these repairs.

IMPORTANT NOTE: If the brake fluid level drops below the MIN level at any time during these hose replacements, refer to the **Cautions** and **Notes** in the Service Manual Brake Bleeding Procedure as separate bleeding of the master cylinder and/or VDC HCU may be required. Additionally, if the vehicle is equipped with manual transmission, clutch system bleeding will also be required.

- Before attempting to remove the flare nuts from the hoses, spray them with a silicone-free penetrant / lubricant to help make their removal easier and reduce chances of damaging the brake pipes. Once removed, clean the flare nut with brake parts cleaner to remove any residual lubricant prior to reassembly.
- After removing the hose from the brake pipe, use a rubber caliper bleed screw cap on the end of the pipe to minimize fluid loss.



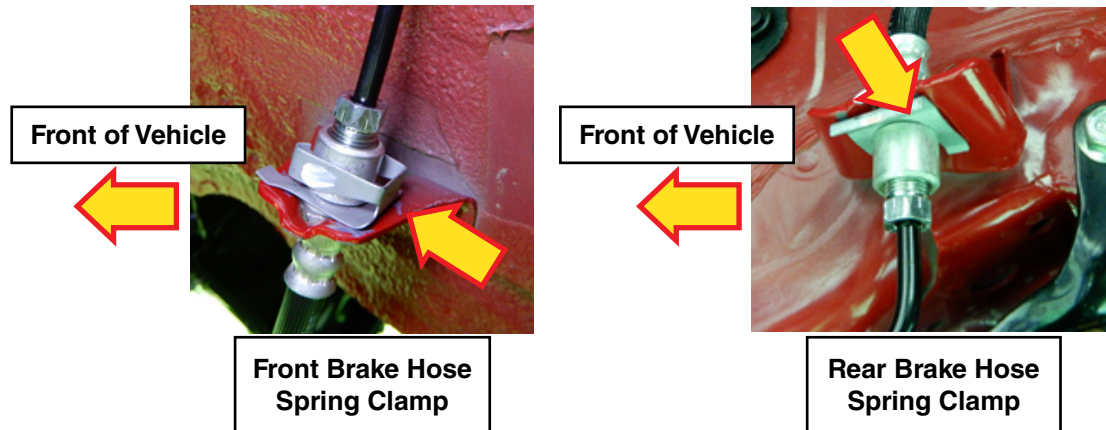
- During reassembly, always make sure all caliper to hose banjo bolt sealing washers have been removed and replaced with new to avoid leaks caused by stacking new washers on top of old ones.
- When securing the new front hose to the front strut bracket, position the caliper end banjo fitting as shown in the photo below. This eliminates any unnecessary twisting of the hose when reinstalling the banjo bolt.



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IMPORTANT REMINDER: Always use all eight (8) **NEW** sealing washers included in the brake hose kit.

- 2) After refitting the brake pipes to the new brake hoses, always reinstall the spring clamps in the proper direction as shown below.



Torque Specifications:

IMPORTANT: Use the specific values supplied below as some have been revised from those supplied in the Service Manual.

- Brake Hose Mounting Bracket Bolt: 33 Nm (24.3 ft. lbs.)
 - Banjo Bolts: (at calipers) 26 Nm (19.2 ft. lbs.)
 - Brake Pipe Flare Nuts: 15 Nm (11.1 ft. lbs.)
 - Front and Rear Caliper Bleeder Screws: 8 Nm (5.9 ft. lbs.)
- 3) After replacement of all 4 brake hoses is complete, bleed the brake system in the specific order supplied in the procedures outlined in the applicable Service Manual. See **IMPORTANT NOTE** in Step 1. Always wash off any components that may have come in contact with spilled brake fluid thoroughly with water. **NOTE: Any water that was used for washing off spilled brake fluid must be processed in accordance with Federal, State and Local regulations.**
 - 4) When complete, always road test the vehicle and confirm proper brake system operation to complete the procedure.

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
WUR-03
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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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
WUR-03 Brake Hose Replacement	A153-334	1.4	WUR-03	RC

NOTE: The Warranty Part Number to use when claiming Brake Fluid is **SOA635311**.

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

This notice applies to the VIN identified in the address section printed below



SUBARU

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

**Subaru Service Program WUR-03
November 2019**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru has improved the design of the fittings on the rubber brake hoses for certain 2017-2018 model year Impreza and 2018 model year Crosstrek vehicles.

You received this notice because our records indicate that you currently own one of these vehicles. In the interest of your continued satisfaction, we would like to replace four (4) of the brake hoses on your vehicle at no cost to you.

Please be advised that upon close inspection, some owners may notice a swelling of the hose rubber near the fittings. Please be assured, the change in appearance does not affect the of your brake system.

WHAT SUBARU WILL DO:

Subaru will replace all four (4) brake hoses with the updated parts at no cost to you.

WHAT YOU SHOULD DO:

Please contact your Subaru retailer (dealer) for an appointment to have the brake hoses replaced, free of charge.

HOW LONG WILL THE REPAIR TAKE?

The time to necessary to replace the four (4) brake hoses is approximately 90 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

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.

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IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR:

If you have already paid for repairs associated with this coverage, 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: WUR-03 Service Program
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.wur03.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

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon 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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