

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: 2016-2017MY Outback

NUMBER: WUX-09R

SUBJECT: 2016-2017 Outback Replacement
Airbag Control Module

NHTSA ID: 19V910

DATE: 01/02/20

REVISED: 01/31/20

Subaru is recalling certain 2016-2017 model year Outback vehicles in which an incorrect Airbag Control Module may have been installed as a replacement part. A total of 46 U.S. vehicles may be affected by this recall. The repair will involve an inspection of the airbag control module part number and potentially the replacement of the airbag module assembly with the correctly paired part number.

AFFECTED VEHICLES:

Model Year	Carline	Production Date Range	Affected Vehicle Count
2016-2017	Outback	August 29, 2015 – June 28, 2017	46

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

REASON FOR THIS RECALL:

An incorrect airbag control module may have been installed as a replacement part in certain vehicles. An incorrect combination of airbag control module and passenger airbag module may adversely affect the deployment characteristics in the event of a crash necessitating passenger airbag deployment.

SAFETY RISK:

In the event of a crash, the passenger frontal airbag may not have the designed deployment characteristics, increasing the risk of injury to an occupant in the front passenger seating position.

DESCRIPTION OF THE REMEDY:

Subaru retailers will verify the part number of the airbag control module installed in the vehicle and replace the airbag module assembly with the correctly paired part number if found to be necessary.

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 will notify all potentially affected vehicle owners by first class mail on February 3, 2020. Owners with a valid email address on file with Subaru will also be notified by email.

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 follow the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, 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.

PARTS INFORMATION:

Description	Part Number
AIRBAG MODULE KIT	SOA635158

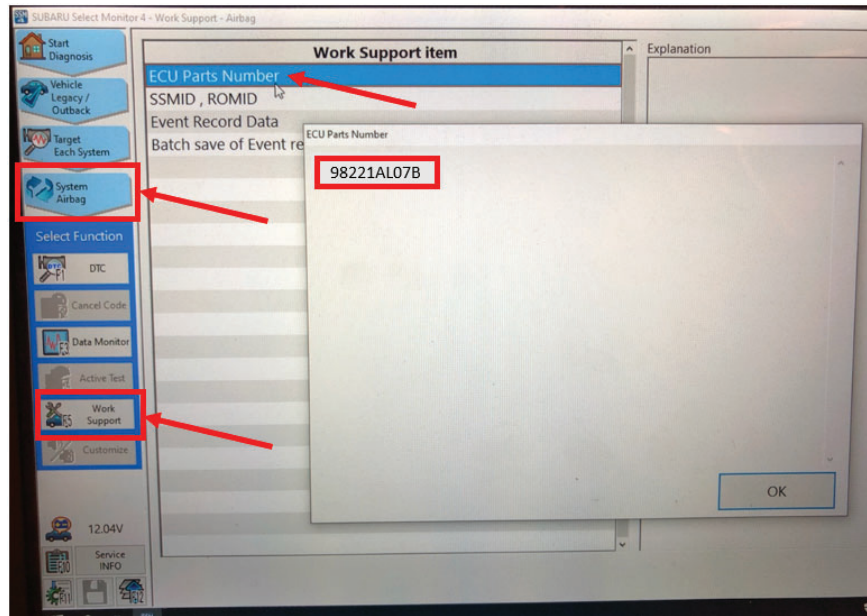
IMPORTANT NOTE:

The replacement passenger airbag module assemblies for the 2015-17 MY Legacy and Outback will be the same part used in 2018MY Legacy and Outback due to discontinuation of the original equipment passenger airbag module assemblies used in 2015-17MY vehicles. The 2018MY Legacy and Outback also utilize a different airbag control module than the 2015-17 MY Legacy and Outback. The 2018MY passenger airbag module assembly is now specified for 2015-18MY vehicles. As a result, whenever installing the 2018MY passenger airbag module on a 2015-17MY vehicle, the airbag control module AND airbag module assembly MUST always be replaced together as a **matching set**.

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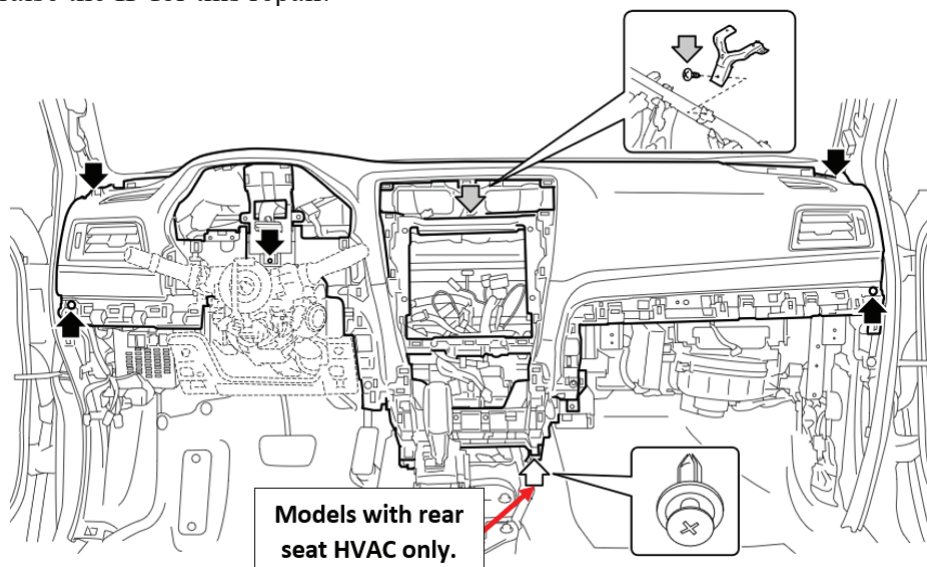
SERVICE PROCEDURE:

Step 1: Inspection: Using the Select Monitor, select: Each System > Airbag > Work Support > ECU Parts Number, to confirm the part number of the currently installed Airbag Control Module as shown below.



- If the Part Number is **98221AL07B**, proceed to **Step 2**.
- If the part number is **NOT 98221AL07B**, the vehicle is **NOT AFFECTED** by this recall. **IMPORTANT:** Record the ECU part number on the repair order as this will be required for claim submission. Proceed to the **CLAIM REIMBURSEMENT AND ENTRY PROCEDURES** section and process a claim for **Inspection Only**.

Step 2: The Service Procedure for replacing the passenger's side front airbag module utilizes the currently applicable Service Manual steps (excluding Step 2, seat removal) up to and including Step 16. At that point, the instrument panel (IP) should be loosened but **NOT** removed. The illustration below shows locations of the IP retaining screws. All these screws must be removed before attempting to raise the IP for this repair.

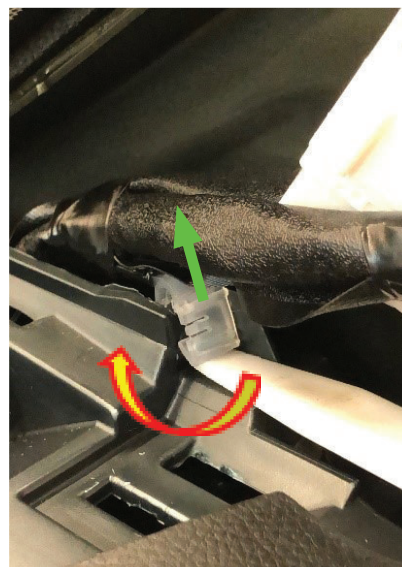


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NOTE: On models with rear seat HVAC (air vents on the back of the console box), in addition to an air duct running past the shifter, there is a clip under the storage box on the right side at the base of the IP securing the rear seat area ventilation duct which must be removed. Models without rear seat HVAC do not have this clip or the air ducts.



- **CAREFULLY** remove both “A” pillar trims with a plastic trim tool and disengage the tether clips at the top of each panel. After removing the IP speaker grille, twist / disengage the retaining clip for the wiring harness from the IP as shown in the photos below. Use a trim clip removal tool to disengage the retaining clips for the 2 harness connectors secured to the “A” pillar.

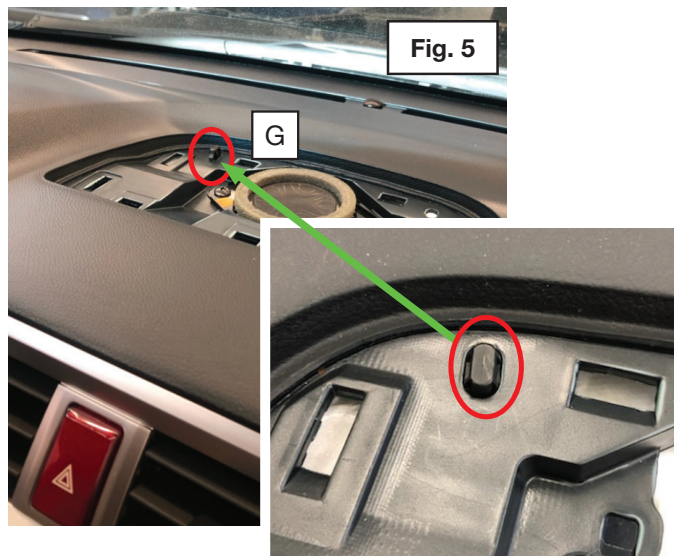
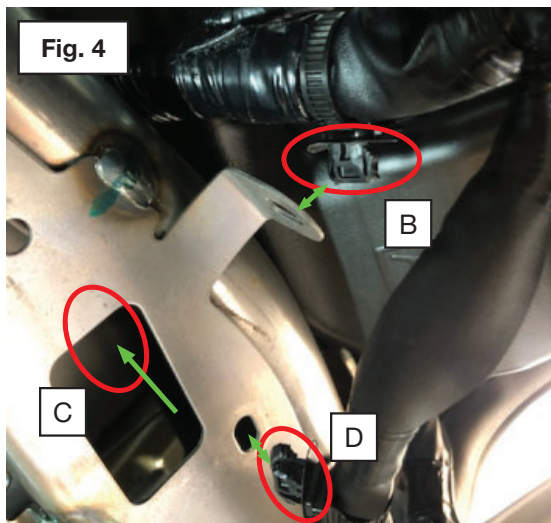
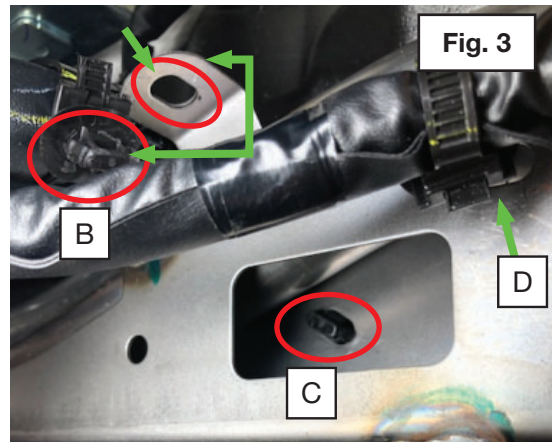
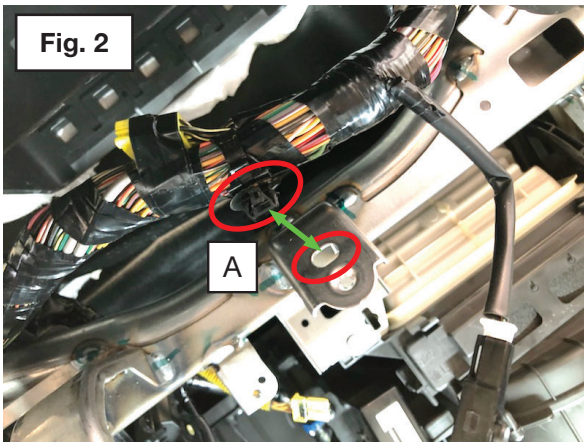
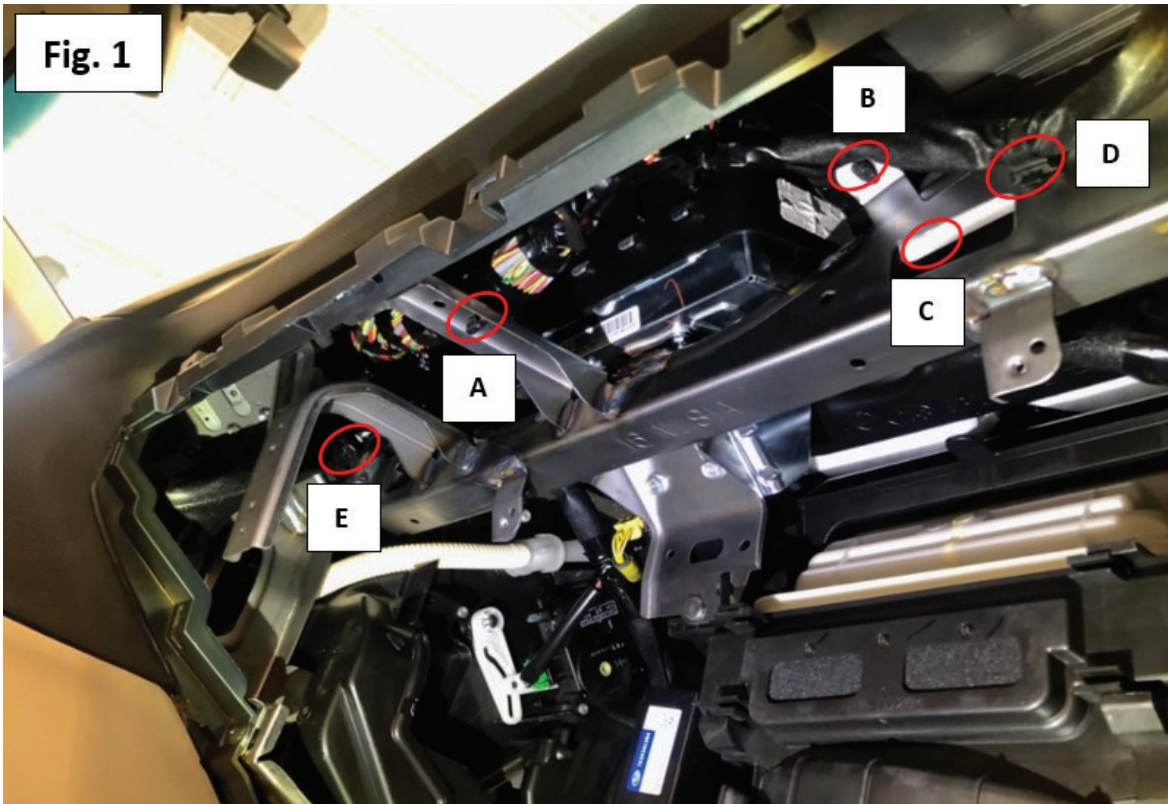


- **CAREFULLY** release the plastic retaining clips securing the IP wiring harness in the 7 locations shown below using a needle-nosed plier or trim clip removal tool. Use the overall photo (Fig. 1) shown below for clip location reference and the rest of the photos for specifics. Releasing these clips provides additional access to get the airbag module past the harness. Fig. 2 shows clip A on a brace adjacent to the airbag module. Figs. 3 and 4 show the same clips (B, C & D) but the photos were taken from different angles.

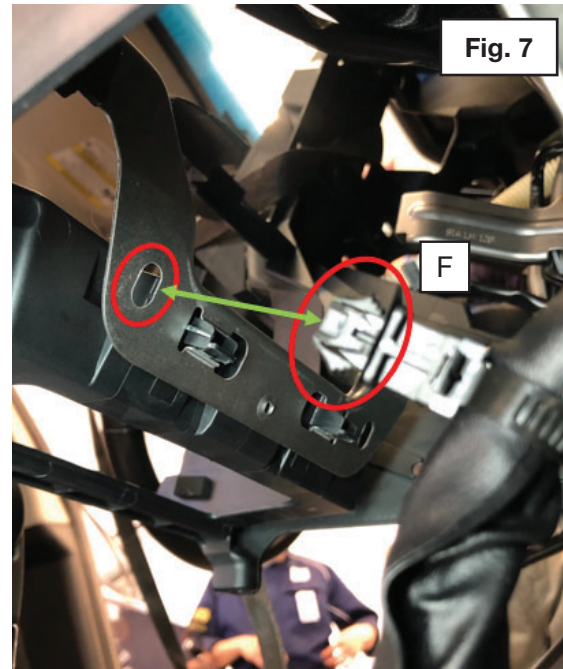
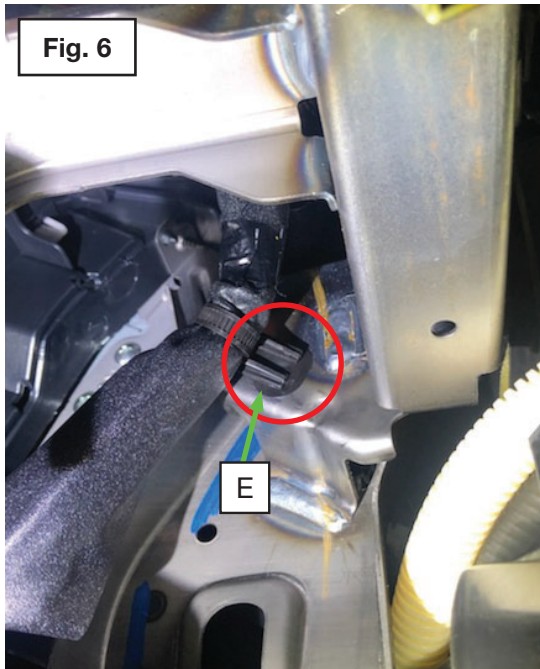
IMPORTANT NOTE: Since clip D is not accessible from behind to release it and will most likely be damaged during removal, a replacement is included in the box along with the new replacement airbag module.

Fig. 5 shows clip G under the IP top center speaker grille. Figs. 6 & 7 show clips E & F securing the harness to braces in the center of the IP near the storage box below the audio unit and HVAC controls.

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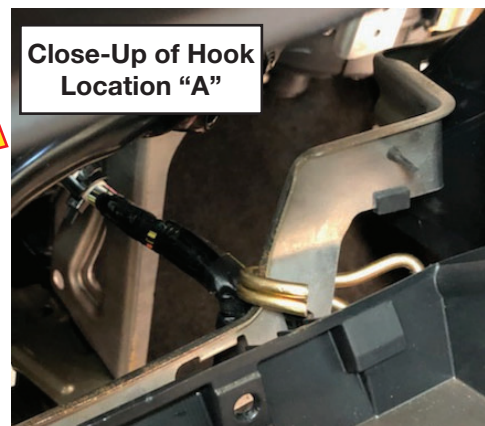
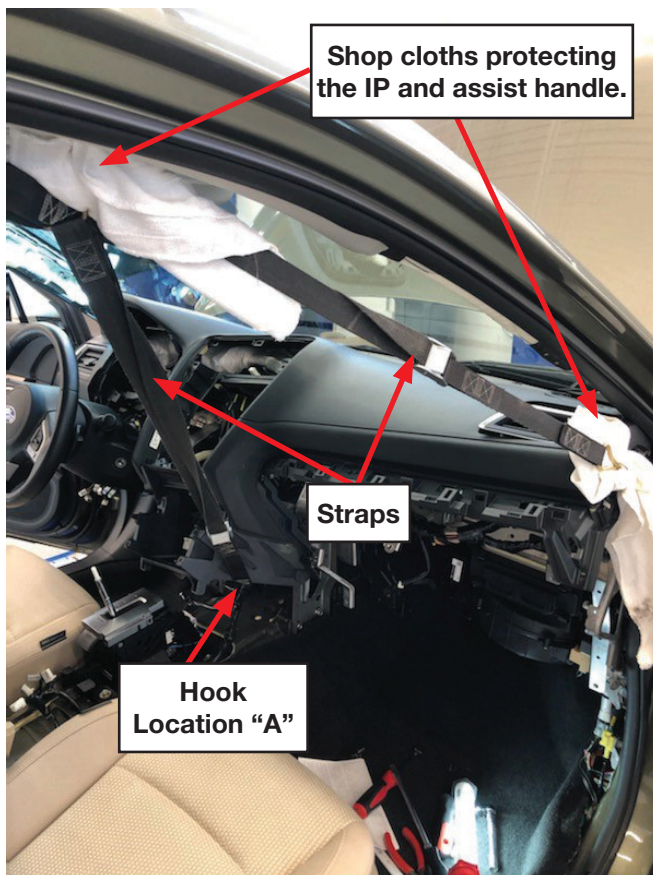


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The procedure shown below utilizes 2 generic, readily available tie-down straps in place between the IP and the passenger assist handle to hold the right side of the IP elevated while removing and reinstalling the airbag module.

VERY IMPORTANT: Always protect the IP and assist handle from the strap hooks with clean shop cloths (or equivalent). Recommended positions for the hooks are shown in the photos below. Hook location “A” is on the right side of a metal IP support bracket near the center storage box.



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- **VERY IMPORTANT:** When raising the IP, **CAREFULLY** raise it up **ONLY AS FAR AS NEEDED** for enough access to remove / reinstall the airbag module. This reduces the chances of damaging the IP and possibly other components caused by raising it too high. Using 2 straps and keeping them equally as tight also helps distribute the IP's weight and the force required to raise it. Trial and error will determine how high the IP needs to be raised.
- After disengaging the airbag module retaining claws from the IP using a plastic trim stick, **CAREFULLY** remove the airbag module **OVER** top of the IP wiring harness.
- Fit the new airbag module to the IP. **IMPORTANT:** When properly seated and with all the metal retaining claws in place, the module should feel somewhat loose in the IP cavity. If the module is tight in the IP, it is most likely not properly seated. Recheck to make sure all the metal claws on the module are fully protruding through their corresponding holes of the IP cavity. When the IP is back in its proper position, the airbag module's two 10mm hex bolts will secure it properly in place.
- Reassemble the remaining IP components and related trim parts in reverse order of removal.
- Reconnect the battery and reset the audio (and Navigation Favorites if applicable) presets.
- Start the vehicle. Confirm the Airbag and all warning lamps cycle off properly to complete the procedure.

Helpful Tips:

- Always record the customer's audio presets (and Navigation Favorites if applicable).
- Move the shift lever out of the Park position and put the front seats all the way back **BEFORE** disconnecting the battery. Doing so will make removing the center storage box much easier.
- USE CAUTION when removing the Combination Meter lower visor / fabric cover from the upper steering column cover. DO NOT attempt to remove it from the Combination Meter.
- There is no need to remove the Keyless Access control module.
- CAREFULLY remove the "A" pillar trims and disconnect the tether clips.
- Only the right-side sill trim & kick panel need to be removed.
- If the right-side dash vent becomes displaced while the IP is being raised, CAREFULLY push it back into position when the IP is returned to its proper location.

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
FRONT AIRBAG INFLATOR- INSPECTION ONLY	A182-038	0.3	WUX-09	RC
INCORRECT CONTROL MODULE-AIRBAG COMBINATION R&R	A182-035	3.5		

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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
WUX-09
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.

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**URGENT
IMPORTANT SAFETY RECALL**

This notice applies to the VIN below



Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103
844-373-6614

SAFETY RECALL NOTICE

**This is an important Safety Recall.
The remedy will be performed at no charge to you.
Recall: WUX-09 NHTSA ID: 19V-910**

February 2020

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 2016 and 2017 model year Outback vehicles.

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

REASON FOR THIS SAFETY RECALL

An incorrect airbag control module may have been installed when the front passenger airbag module assembly was replaced in your vehicle. The incorrect combination of these two parts may adversely affect the airbag deployment characteristics in the event of a crash necessitating passenger airbag deployment.

SAFETY RISK

In the event of a crash, the passenger frontal airbag may not deploy correctly, increasing the risk of injury to an occupant in the front passenger seat.

WHAT SUBARU WILL DO

Subaru will inspect the airbag control module installed in your vehicle, and if necessary, replace the airbag module assembly with the correctly paired one, at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have this safety recall repair performed for free.

Until this repair is performed, do not allow passengers to occupy the front seat.

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

HOW LONG WILL THE REPAIR TAKE?

The time required for the airbag control module inspection is approximately 20 minutes. However, if it is determined that the incorrect airbag control module was installed, the time required to complete the repair will be approximately 3½ hours. Your retailer can provide you with an estimate of the overall time needed for this service visit, as it may be necessary to make your vehicle available for a longer period of time. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

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.

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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 Quick Links 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: WUX-09 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.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"

- 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: 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, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll-free Auto 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.

a subsidiary of Subaru Corporation

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