

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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SUBARU

QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2023MY Impreza
2023MY Ascent
2023MY Legacy & Outback

NUMBER: WRN-23

DATE: 10/26/23

NHTSA ID: 23V-647

SUBJECT: Safety Recall – Propeller Shaft Center Brace Mounting Surfaces

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Some mounting surfaces for the propeller shaft center support brace bolts on affected vehicles may have been inadvertently painted during the supplier's manufacturing process. If these mounting surfaces are painted, the support brace bolts may not retain the specified torque.

If the vehicle is driven with the bolt loosened, occupants may experience irregular sounds and/or vibrations from the propeller shaft area during vehicle operation. In the worst case, if both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

REMEDY

For all the potentially affected vehicles, Subaru dealers will clean the bolt seating surfaces of the center support brace, install new bolts, and tighten to the specified torque at no cost to the customer.

AFFECTED VEHICLES

A total of 4,311 U.S. vehicles will be included in this recall as listed below. Not all vehicles in the production range listed below are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

Model Year	Carline	Production Date Range
2023	Outback	March 21, 2023 – March 31, 2023
2023	Legacy	March 21, 2023 – March 30, 2023
2023	Ascent	March 20, 2023 – March 29, 2023
2023	Impreza (4-door)	March 22, 2023 – March 27, 2023
2023	Impreza (5-door)	March 22, 2023 – March 31, 2023

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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RETAILER RESPONSIBILITY

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 \$26,315 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.

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

OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail on November 20, 2023.

A copy of the owner notification letter is included at the end of this bulletin.

PART INFORMATION:

Engine	Part Description	Part Number
2.5L and 2.0L	WRN-23 Parts Kit A (NON-TURBO)	SOA635179
2.4L	WRN-23 Parts Kit B (TURBO)	SOA635180

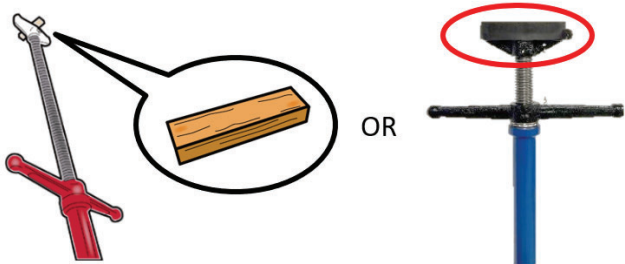
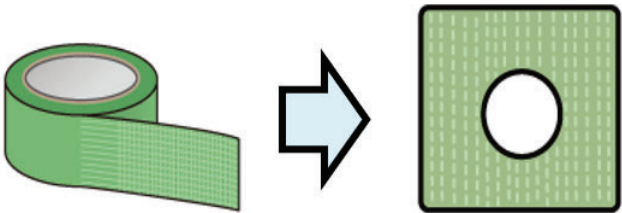
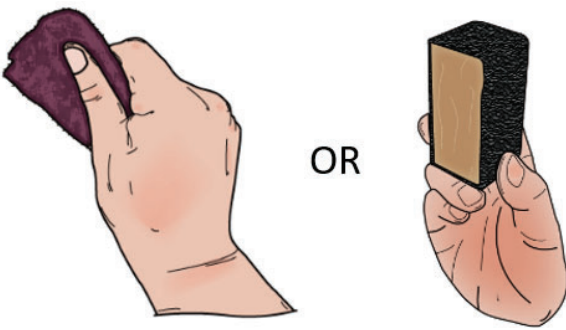
Retailers are to enter orders with last 8 digits of the VIN in Customer PO Number field. The parts PIC team will then release all verified orders. If an order does not have valid VIN or any VIN in the Customer PO Number field, the order will be canceled. Questions pertaining to part order/release are to be directed to parts PIC team.

2.0 & 2.5L Kit A Breakdown SOA635179 (NON-TURBO)		
Part Name	Quantity	Details
BOLT & WASHER ASSY	2	Bolt for Propeller Shaft
GASKET (CR)	1	Gasket for EPF - EPR
GASKET	1	Gasket for EPR-Muffler
SELF LOCK NUT M10	2	Nut for EPR and Muffler

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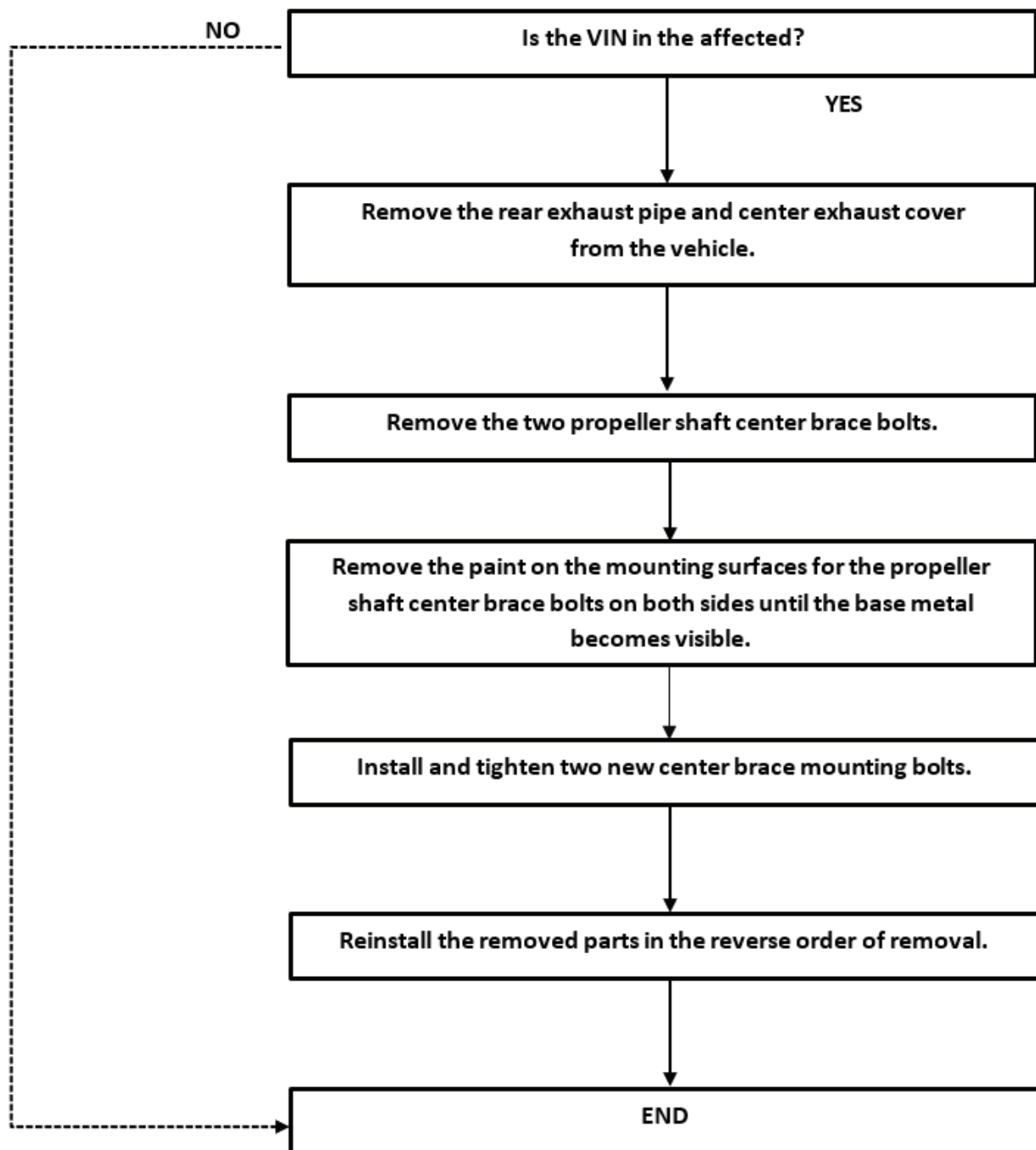
2.4L Kit Breakdown B SOA635180 (TURBO)		
Part Name	Quantity	Details
BOLT & WASHER ASSY	2	Bolt for Propeller Shaft
GASKET (CR)	1	Gasket for EPF - EPR
GASKET	2	Gasket for EPR-Muffler
SELF LOCK NUT M10	4	Nut for EPR and Muffler

REQUIRED TOOLS AND MATERIALS:

Part Name	Image	Details
Pole jack with wooden block or Pole jack with rubber end cap		For supporting the propeller shaft.
3M 401+ Masking Tape (or equivalent) with a 17 mm diameter hole (2 pieces are necessary)		For protecting the surrounding area of the flange bolt contact surface area.
3M Scotch-Brite Hand Pad 7447 or Emery Cloth (240-320 grit)		For paint removal on the flange bolt contact surface area.

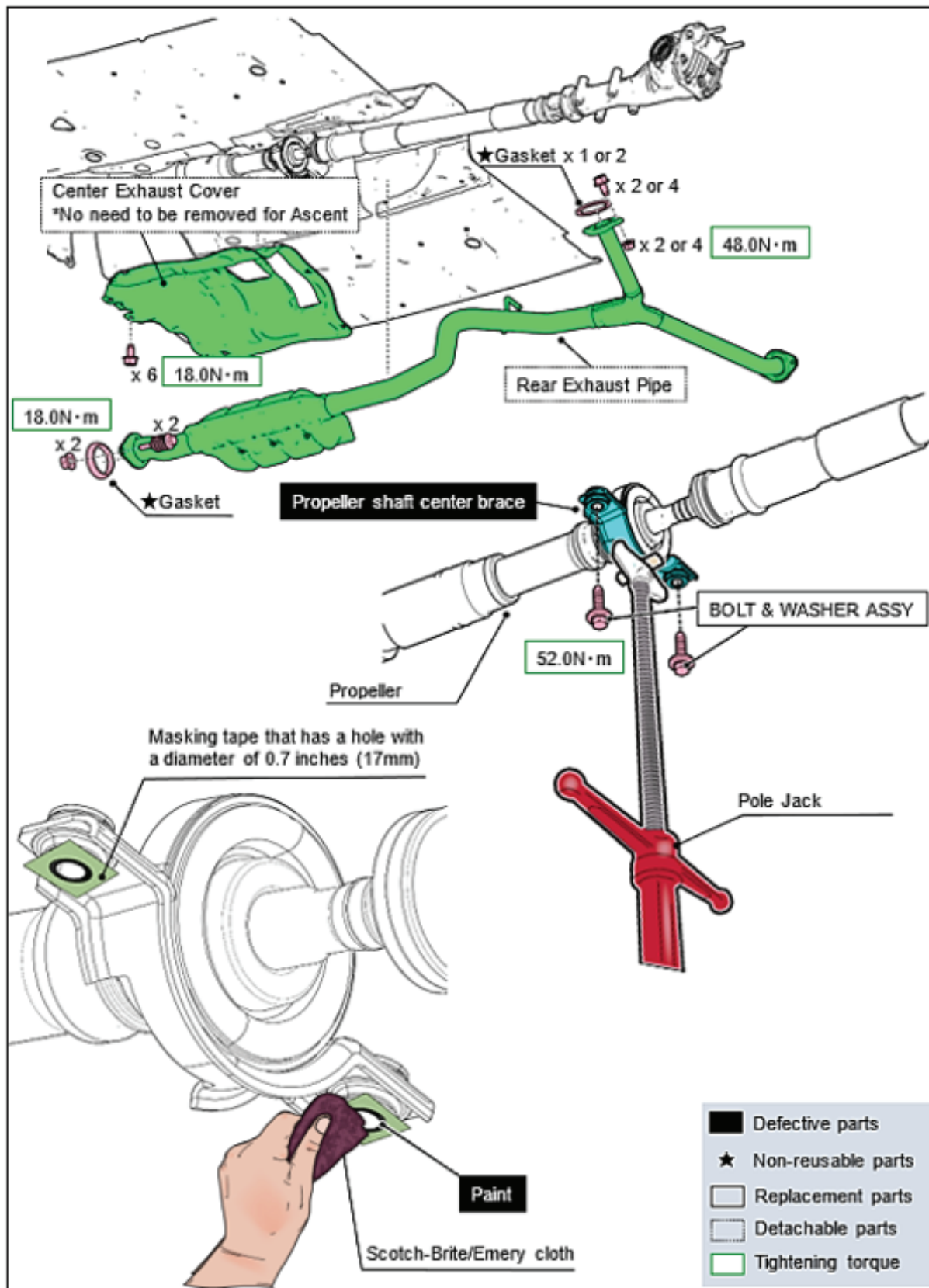
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SERVICE PROCEDURE FLOWCHART:



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COMPONENT DETAILS:



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SERVICE PROCEDURE / INFORMATION:

The following service procedure has been outlined in a Work Tips Video for additional Technician reference.

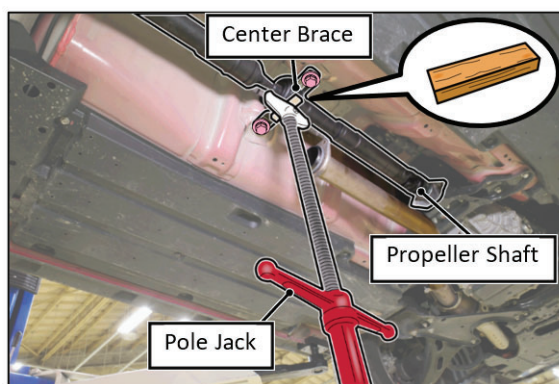
[WRN23WorkTipsVideofinal.MP4](#)

STEP 1: Lift the vehicle following the procedures specified by the lift manufacturer.

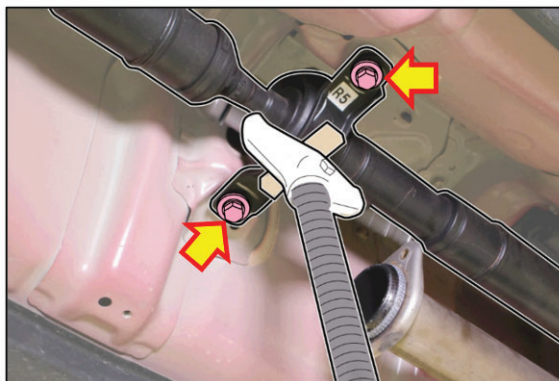
CAUTION: The exhaust pipe may be extremely hot. **ALWAYS** allow sufficient time for the exhaust to cool down prior to performing work procedures.

STEP 2: Remove the rear exhaust pipe and the center exhaust cover (cover removal is not required on Ascent) following the procedures outlined in the applicable service manual. Refer to STIS: Engine > EXHAUST > Rear Exhaust Pipe

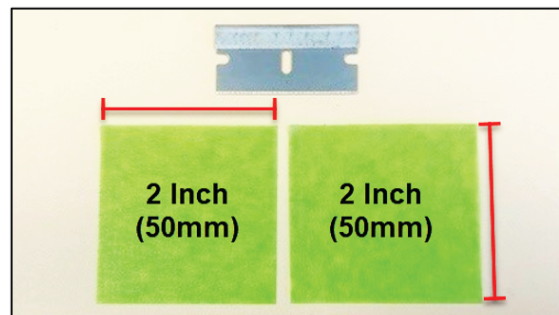
STEP 3: Using a pole jack and wooden block (unless the jack is equipped with a rubber end cap), support the center brace of the propeller shaft. There is no need to apply pressure, the jack is simply used for supporting the propeller shaft. Refer to Work Tips Video at 00:04.



STEP 4: Remove the two center propeller shaft brace mounting bolts. Refer to Work Tips Video at 00:18.

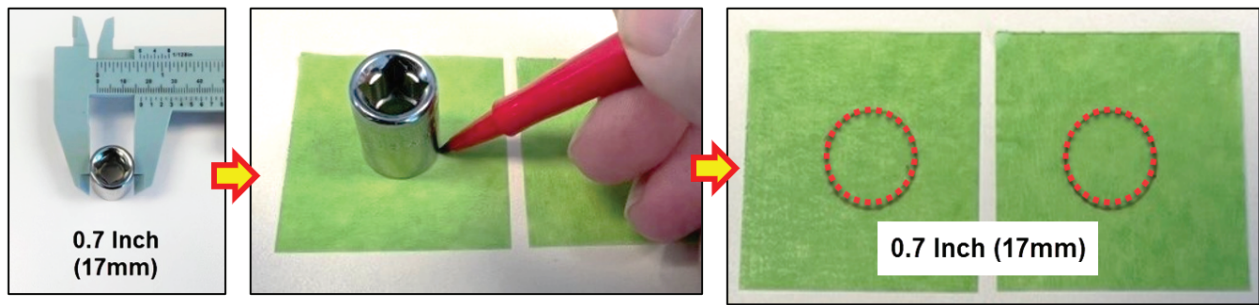


STEP 5: Prepare the 3M 401+ masking tape by cutting two pieces approximately 2 inches (50mm) tall and 2 inches (50mm) wide.

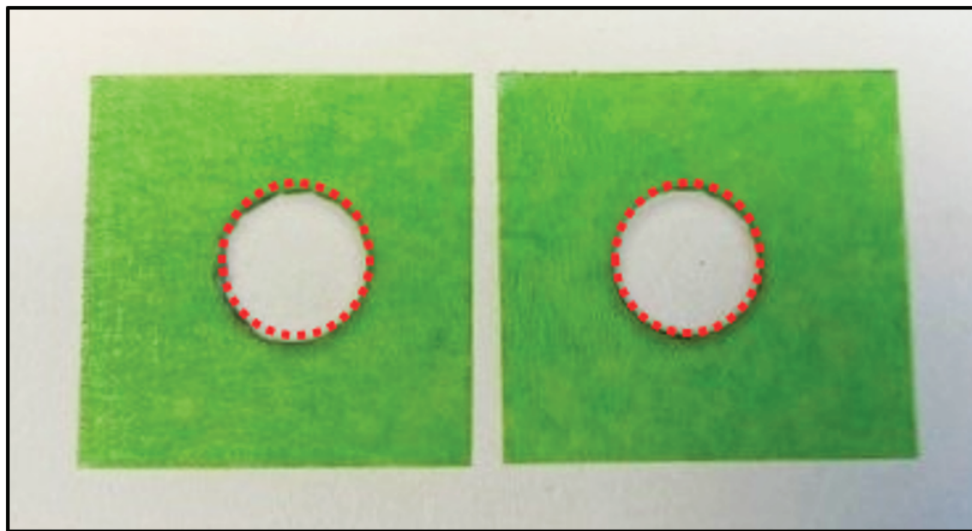


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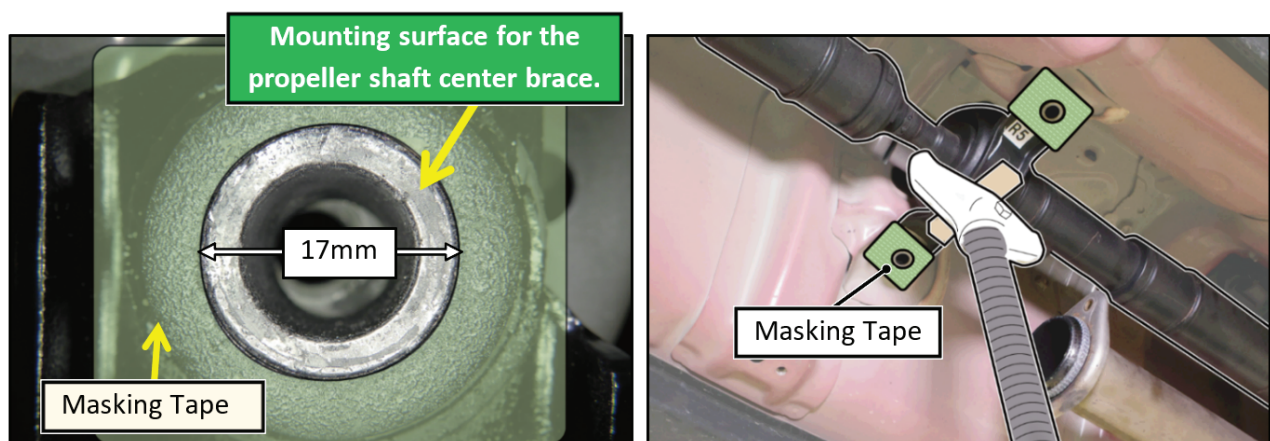
STEP 6: Measure a circle in the center of both pieces. The circle **MUST** have a diameter of 0.7 inches (17mm). For the most accurate tracing/cutting results, a socket with a 0.7 (17mm) diameter can be used for tracing.



STEP 7: Using a razor knife, cut the pre-traced circles and remove the center-cut portions of tape.

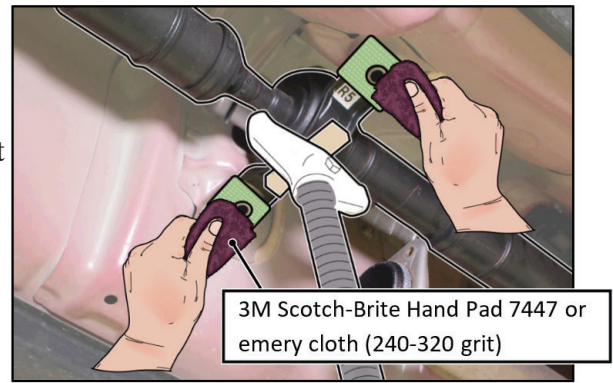


STEP 8: Apply the masking tape sections to the area surrounding the mounting surfaces for the propeller shaft center brace bolts on both the left and right sides. Refer to Work Tips Video at 00:30.



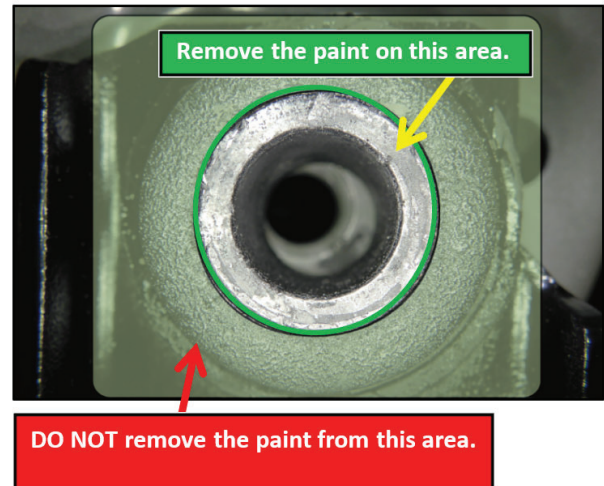
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STEP 9: Using a 3M Scotch-Brite Hand Pad or 240-320 grit emery cloth, **CAREFULLY** remove the paint on the mounting surface contact area for the left and right propeller shaft center brace bolts. Confirm there is no paint left on the surface when completed.

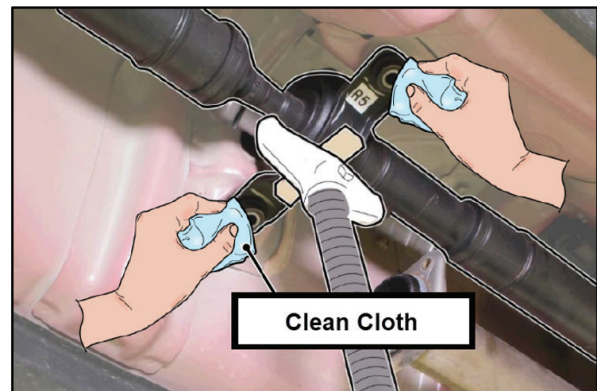


CAUTIONS:

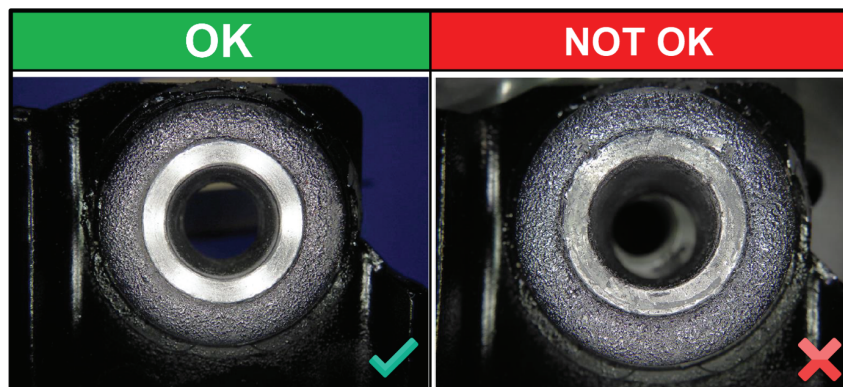
- **DO NOT** remove the paint on the surrounding area of the mounting surface contact area.
- The use of pneumatic and/or electric-powered sanding equipment is prohibited for this procedure. Doing so may damage the anti-rust protection on the surrounding areas.



STEP 10: Remove the masking tape and clean the area using a clean lint-free cloth. Refer to Work Tips Video at 01:07.

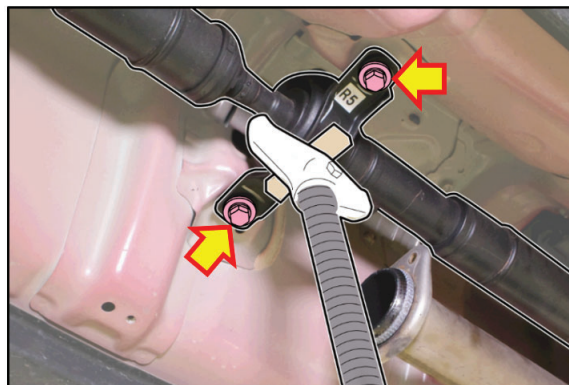


STEP 11: Confirm the paint has been completely removed from the mounting surface for the propeller shaft center brace bolts. See the example images below.



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STEP 12: Install the two new center brace mounting bolts. Torque the bolts to 39 ft-lbs (52 Nm). Refer to Work Tips Video at 01:20.



STEP 13: Reinstall all parts in the reverse order of disassembly.

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
WRN-23
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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
PROPELLER SHAFT CENTER SUPPORT REPAIR	A172-601	0.6	WRN-23

NOTE: Up to \$1.00 can be claimed in sublet for materials used.

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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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IMPORTANT SAFETY RECALL

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



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

Subaru Safety Recall WRN-23**NHTSA ID 23V-647****November 2023****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 2023 model year Outback, Legacy, Ascent and Impreza vehicles.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The mounting surfaces for the propeller shaft center support brace bolts on your vehicle may have been painted during the supplier's manufacturing process. If these mounting surfaces are painted, the support brace bolts may not retain the specified tightness.

If the vehicle is driven with the bolt loosened, you may experience irregular sounds and/or vibrations from the propeller shaft area during vehicle operation. In the worst case, if both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will clean the bolt seating surfaces of the center support brace in your vehicle, install new bolts, and tighten to the specified torque at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time required to perform this repair is approximately 45 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.

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 go to <https://www.subaru.com/support/customer-support.html> to send us your information.

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 Advocacy Department, Attention: WRN-23 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.wrn23.service-campaign.com>.

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: Write us at Subaru of America, Inc.
Attn: Customer Advocacy 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.NHTSA.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