

ATTENTION:

GENERAL MANAGER ☐
 PARTS MANAGER ☐
 CLAIMS PERSONNEL ☐
 SERVICE MANAGER ☐

IMPORTANT - All
 Service Personnel
 Should Read and
 Initial in the boxes
 provided, right.



QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2013MY Tribeca & 2014MY Legacy/Outback

NUMBER: WQJ-46

SUBJECT: 5-Speed Automatic Transmission (5EAT)
 Parking Rod

DATE: August 2013

Subaru of America, Inc. has determined that a defect, which relates to motor vehicle safety, exists in certain 2013MY Subaru Tribeca and 2014MY Subaru Legacy and Outback vehicles equipped with 5EAT (6 Cylinder Engine Only).

The transmission may not have been manufactured to specification. During the manufacturing process, the transmission parking rod may have been damaged during assembly. As a result, when the transmission select lever is placed in the “P” (Park) position, one of the following events could occur:

1. The transmission park mechanism that is intended to hold the vehicle may not engage. If this were to happen and the parking brake is not set, the vehicle may unexpectedly move/roll without prior warning. This could result in personal injury or property damage.
2. The transmission park mechanism may engage but may not release when the selector lever is moved out of the “P” (Park) position. In this situation, the vehicle would not be able to be moved or driven.

To ensure the vehicle remains stationary while parked, always engage the parking brake.

This recall will involve replacing the automatic transmission assembly on all affected vehicles.

AFFECTED VEHICLES

Certain 2013MY Subaru Tribeca & 2014MY Subaru Legacy/Outback equipped with 5EAT.

Potentially affected vehicles fall within the VIN ranges listed in the chart below. Not all vehicles within the range are affected. Coverage for all potentially affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function at Subarunet.com

MODEL		FROM	TO
2013	Tribeca	D4401900	D4401902
2014	Legacy	E2004869	E2006125
2014	Outback	E2206679	E2212067

Dealer Affected VIN lists: Dealers will be sent their affected VIN list by their Regional/Zone office.

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OWNER NOTIFICATION

Owner notification letters will be mailed on or around August 12, 2013.

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

In addition to notification by mail, vehicle owners with a valid email address and MySubaru subscribers will be notified electronically on the same date letters are mailed.

DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New, used, demo or SSLP vehicles listed in a recall/campaign that are in dealer stock must be:

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

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 Dealer failing to perform the applicable service procedures as defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo & SSLP) prior to the vehicle being placed in service may be subject to civil penalties of up to \$6,000 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

Repair parts will be available during the week of August 12, 2013. It is suggested that parts be ordered at the time a customer contacts a dealer to schedule an appointment. This will ensure the necessary parts are available on the day a customer brings their vehicle in for service.

To order parts please contact the Parts Information Coordinators and the order will be placed for you. Please have the VIN of the affected vehicle ready when calling. The order will be placed as a “Special” order. Dealerships will not be charged freight.

Please note: Replaced transmission assemblies are on automatic warranty parts return and should not be scrapped. See special instructions in Claims Reimbursement and Entry Procedures on page 5.

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MODEL	DESCRIPTION	PART NUMBER	QTY	NOTES
2013 Tribeca	5EAT Assy.	31000AH730	1	
	Hose, ATF	45520AG04A	1	
	Hose, ATF	45520AG05A	1	
2014 Legacy/Outback	5EAT Assy.	31000AH660	1	
	Hose, ATF	45520AJ000	1	
	Hose, ATF	45520AJ010	1	
ALL	Gskt Exh Pipe F	44011AG040	2	
	Nut	902370010	10	
	Gasket Center Pipe (CR)	44022AA123	1	
	Nut	802008270	2	
	Bolt	44059AA010	2	
	Hose Clamp, D15.8	909170062	4	
	O-Ring, Dipstick Tube	806910030	1	
	Cotter Pin, Ball Joint	051030300	2	
	ATF HP	SOA635040 (P/N for claim purposes only 11 QTs)	10.4 QT	SOA868V9241 – 1 QT
	Front Transaxle Gear Oil	SOA635011 (P/N for claim purposes only 2 QTs)	1.5 QT	K0322AA093 – available in 5 Gal. container only.

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SERVICE PROCEDURE

The Service Procedure for this campaign will involve the replacement of the 5EAT transmission assembly along with the 2 Automatic Transmission Fluid (ATF) inlet and outlet hoses. Transmission units replaced as part of WQJ-46 are NEW, not re-manufactured.

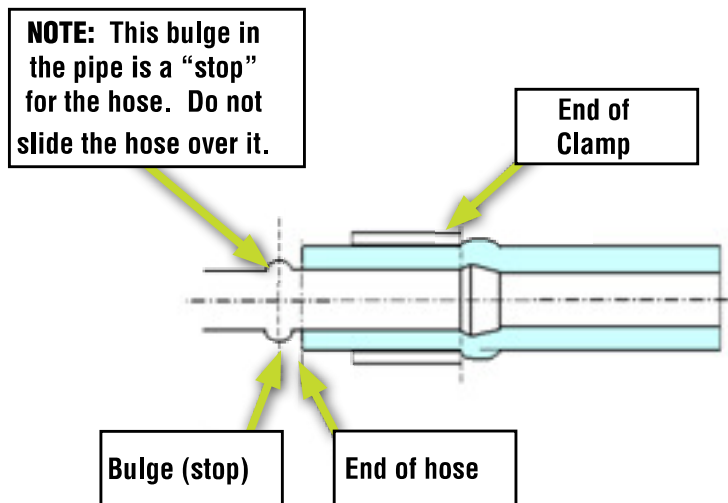
REMINDER: On Legacy and Outback models, remove the mounting bolt for Turbine Speed Sensor #1 (located next to the dipstick tube support bracket) and rotate the sensor 180 degrees to prevent damage to the sensor connector during transmission removal and prior to installation. On Tribeca, remove the bolt and the sensor from the transmission. Cover the opening with tape to prevent contamination from entering during transmission removal.

1. Follow the procedure for replacing the transmission assembly as outlined in the applicable Service Manual. Replace the following “one-time use” items as described in the procedure:

- Exhaust Gaskets, cylinder head (2)
- Exhaust Gasket, center pipe (1)
- Oil Charge Pipe O-Ring Seal (1)
- ATF Cooler Hose Clamps (4)
- Ball Joint Cotter Pins (2)

NOTES: Although the procedure in the Service Manual recommends replacement of the extension housing rear output and front differential side oil seals, these replacements are unnecessary since a NEW transmission assembly is being installed.

The illustration below shows the proper positioning of the new ATF cooler hoses on the fluid pipes.



New transmission units are shipped “dry”. Do not confuse residual oil from assembly as the unit being shipped filled with fluids and ready to run.

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2. Confirm the transmission and front differential are filled with the proper fluids prior to starting the engine:
 - ATF- ATF-HP
 - Gear Oil- GL-5, SAE 75W-90
3. After installation is complete, use the SSIII and the Service Manual procedure to:
 - Perform the Clear Memory 2 operation.
 - Perform the applicable Learning Control procedure.
4. To complete the repair, road test the vehicle to confirm the replacement transmission is operating as designed. After a final inspection for any fluid leaks, make sure both the ATF and the front differential gear oil are at their proper “full” levels before releasing the vehicle.

SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Service Program 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. Ordering qty 1 = 1 sheet of 20 labels

SUBARU
Campaign Code
WQJ-46
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

CLAIM TYPE & CAMPAIGN CODE		MODEL	LABOR	DESCRIPTION
RC	WQJ-46	2013MY Tribeca	A138-201 3.6 hrs.	Replace 5EAT Assy.
		2014MY Legacy/Outback	A138-201 4.0 hrs.	

Please note: Replaced Transmissions are set on automatic warranty parts return and should not be scrapped. A part return notice will be supplied upon claim approval. Please follow the instructions on the part return notice which includes the return shipping address.

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Return Shipping Address:

Subaru of America
Parts Collection Center
3701 David Howarth Drive, Suite B
Lafayette, IN 47909

IMPORTANT - DO NOT RETURN THESE TRANSMISSIONS TO GROVE CITY.

Parts requested for return will be shipped at SOA's expense. Any deviation from these procedures may result in a direct billing by the carrier or a debit to the dealer for excess transportation charges.

- Navigate to Subarunet.com/Fixed Ops - Inventory/Op>Returns Shipping to access the Roadway Reverse Logistics (RRL) Return Program website.
- Under the Warranty/Claims Section, select the ship-to location indicated on the Parts Return Notice.

OWNER NOTIFICATION LETTER



Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Important Safety Recall Notice
Subaru Recall Campaign WQJ-46
NHTSA Recall No. 13V-336
August 2013

Dear Subaru Owner:

This notice is sent to you in accordance with the requirements of 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 model year Subaru Tribeca vehicles and 2014 model year Legacy and Outback vehicles equipped with a 5-speed automatic transmission.

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Subaru has determined that the transmission in your vehicle may not have been manufactured to specification. During the manufacturing process, the transmission parking rod may have been damaged during assembly. As a result, when the transmission select lever is placed in the “P” (Park) position, one of the following events could occur:

1. The transmission park mechanism that is intended to hold your vehicle may not engage. If this were to happen and the parking brake is not set, your vehicle may unexpectedly move/roll without prior warning. This could result in personal injury or property damage.
2. The transmission park mechanism may engage but may not release when the selector lever is moved out of the “P” (Park) position. In this situation, the vehicle would not be able to be moved or driven.

To ensure your vehicle remains stationary while parked, always engage the parking brake.

REPAIR

To correct this condition, Subaru will replace the automatic transmission assembly with a new unit at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you.

Properly applying the parking brake will ensure your vehicle remains stationary while parked. This is always recommended and particularly important at this time. As indicated in your owner’s manual, never rely on the transmission alone to hold the vehicle. To set the parking brake, press the brake pedal firmly and hold it down while applying the parking brake.

If the transmission fails to disengage from the park position when the select lever is moved out of the “P” (Park) position, immediately return the lever to the park position and turn the engine off. Do not attempt to “rock” the vehicle by pressing the accelerator pedal or switching between forward and reverse gears. Doing so could result in the vehicle moving unexpectedly and the driver losing control. Contact your Subaru dealer for assistance.

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace your vehicle's transmission is approximately 4 hours. 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 dealer flexibility in scheduling. Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or, if you prefer to update this information online, please go to www.subaru.com, select Contact Us then select Update Address from the drop down menu.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru Dealer you can access our website at www.subaru.com and select "Find a Dealer".

If you need additional assistance, please contact us directly:

- E-mail: Go to www.subaru.com and select "Contact Us".
- Telephone: 1-800-SUBARU3 (1-800-782-2783)
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET.
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 p.m. ET
- U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Please contact us immediately if the dealer 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 dealer 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 to have this repair performed.

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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