

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: 2016MY Legacy and Outback Models
SUBJECT: Propeller Shaft Attaching Bolt Torque

NUMBER: WQV-57
DATE: December 09, 2015
NHTSA ID: 15V-794

INTRODUCTION

Subaru of America, Inc. (Subaru) is recalling certain 2016 model year Subaru Legacy and Outback vehicles to inspect and possibly tighten or replace the bolts that attach the propeller shaft to the rear differential.

DESCRIPTION OF THE SAFETY HAZARD

The nuts and bolts that attach the propeller shaft to the rear differential may not have been properly torqued during production. As a result, the propeller shaft could detach from the rear differential while driving. There is a potential safety risk associated with this condition. If the propeller shaft detaches from the differential, the shaft could strike the fuel tank resulting in a possible fuel leak. There is a risk of fire if leaking fuel were to come in contact with an ignition source. This could happen without prior warning.

DESCRIPTION OF THE REMEDY

The repair procedure will involve inspecting and possibly tightening or replacing the nuts and bolts that attach the propeller shaft to the rear differential.

AFFECTED VEHICLES

This condition may exist on certain vehicles within the production date range listed below.

NOTE: Not all vehicles within the range are affected. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function at Subarunet.com.

MODEL YEAR	MODEL	STARTING PRODUCTION DATE	ENDING PRODUCTION DATE
2016	Legacy	October 24, 2015	November 16, 2015
2016	Outback	October 24, 2015	November 17, 2015

RETAILER PROGRAM RESPONSIBILITY

A STOP SALE order has been issued. Any vehicles listed in a recall/campaign that are in retailer 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.

Retailers are to promptly perform 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, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

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PARTS INFORMATION:

Unless inspection of the 4 bolts finds any of them being finger tight (breakaway torque is zero) or the bolt/nut is missing, no parts are needed to complete the procedure. If any nuts or bolts are found to be missing or just finger-tight, the bolt, nut and washer must be replaced as a set. The replacement parts information is provided below (if needed).

DESCRIPTION	PART NUMBER	MAXIMUM QTY. REQ'D.
BOLT M8 X 26	901700144	4
WASHER SPR D8	903200005	4
Nut	021808006	4

OWNER NOTIFICATION:

Subaru will notify potentially affected vehicle owners by first class mail. This is expected to occur in December. Retailers will be advised when owner notification begins. A copy of the owner notification letter is included at the end of this bulletin.

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office prior to owner notification. Vehicles will be assigned based on the selling retailer information in Subaru's system. Retailers should use this information to contact owners to schedule this repair.

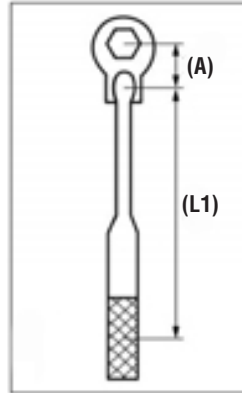
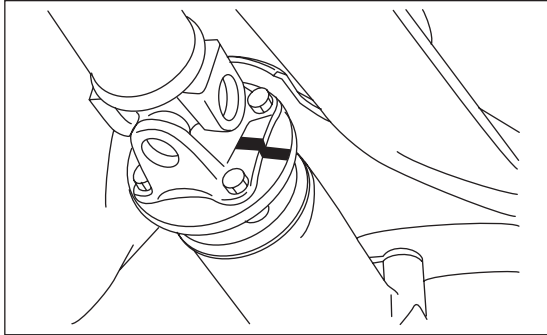
SERVICE PROCEDURE / INFORMATION

- Raise the vehicle.
- Closely inspect the 4 propeller shaft rear flange bolts / nuts by confirming a sufficient amount of torque is required to LOOSEN them (confirm the bolts / nuts are not loose or only finger-tight).
- If any of the nuts are found to be loose or only finger-tight, thread damage may have occurred to the bolt and replacement of that bolt, nut and washer is required.
- If all 4 nuts, bolts and washers require replacement, always confirm the paint marks of the flange and yoke (A) are aligned as shown in the illustration below before reinstalling the new hardware.
- Once it has been confirmed the bolts / nuts are not loose or any bolts / nuts found to be loose have been replaced (including a new washer), torque the 4 flange nuts to the specified value in the Service Manual: 31Nm (22.9 ft. lbs.) to complete the procedure.

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- Due to the location of the nuts, extra care must be used to avoid damage to the dust cover on the differential seal due to contact with tightening tool. If the dust cover is deformed or damaged, differential replacement may be required as this cover is not serviceable. To avoid this condition, SOA recommends the use of an appropriate torque extension tool along with a standard torque wrench. When using a torque extension, be sure to adjust the torque value appropriately to compensate for the length of the extension used. A formula is provided below.

TIGHTENING TORQUE
31 N.m (3.2 kfg-m, 22.9 ft-lb)



$T = L1 / (A + L1) \times T1$
T = New Torque Specification
L1 = Length of the torque wrench from the center of the handle to the center of the socket mount.
A = Length of the adapter from the middle of the socket mount to the middle of the wrench.
T1 = Original torque specification
Example: $T = 37.5 / (4+37.5) \times 420$
 $T = 37.5 / 41.5 \times 420$
 $T = .90 \times 420$
 $T = 378$

WARRANTY / CLAIM INFORMATION

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
PROPELLER SHAFT REAR SHAFT BOLTS INSPECTION AND TORQUEING ONLY	B137-268	WQV-57	0.2
PROPELLER SHAFT REAR SHAFT BOLT (1 or ALL) REPLACEMENT	C137-263		0.1

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.

<p>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.</p>	<p>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT" 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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OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

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



SUBARU

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

**Subaru Recall Campaign WQV-57
NHTSA Recall No. 15V-794
December 2015**

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 model year Legacy and Outback 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

The nuts and bolts that attach the propeller shaft assembly to the rear differential may not have been tightened properly during vehicle production. As a result, the propeller shaft could detach while driving.

If the propeller shaft detaches from the differential, the propeller shaft could strike the fuel tank resulting in a possible fuel leak and risk of fire. *This could happen without warning.*

REPAIR

Subaru will inspect, tighten or replace the nuts and bolts that attach the propeller shaft assembly to the rear differential in your vehicle, as necessary, at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The time to perform this repair is approximately 20 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.

For your convenience, your retailer can provide a free loaner vehicle in the event that your vehicle cannot be repaired immediately. Please present this letter to your Subaru retailer 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 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

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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, Customer Support and select "Contact Us"
- By 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
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

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 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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