

**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:** 2019MY Legacy and Outback

**SUBJECT:** Front Duct Panel Spot Weld

**NUMBER:** WUH-93R

**DATE:** 06/26/19

**NHTSA:** TBD

**REVISED:** 06/27/19

### INTRODUCTION:

This cowl duct component inspection procedure consists of two parts, **Part A** and **Part B**.

### RETAILER RESPONSIBILITIES:

- Review this procedure thoroughly before proceeding.
- Retailers are to perform **ONLY** the **Part A** inspection procedure outlined below on all affected vehicles. The purpose of the **Part A** inspection is to identify those vehicles needing the **Part B** inspection and possible further repair action. The **Part B** inspection is **NOT** the Retailer's responsibility.
- A completed QMR must be submitted **IMMEDIATELY** after completing the **Part A** inspection procedure for **EVERY** affected vehicle (pass or fail) with the required photos attached.

**NOTE:** The **Part B** inspection is not necessary on vehicles that pass the **Part A** inspection procedure.

### SERVICE PROCEDURE:

#### PART A: Cowl Duct Part Type Determination

1. Open Driver's door.
2. Release the hood and close the driver's door.
3. Open the hood and prop it open securely.
4. Remove both front wiper arms.

**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.

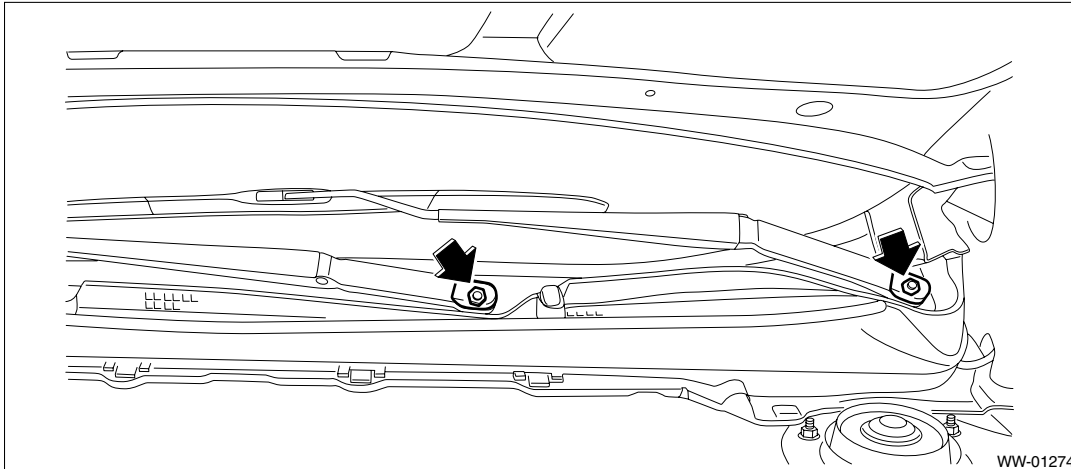
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### Wiper Arm Removal

- 1) Remove the cover - windshield wiper arm.
- 2) Remove the nuts, and remove the arm assembly - windshield wiper.

**NOTE:**

Since the arm assembly - windshield wiper LH and RH can interfere with each other, remove the driver's side first.



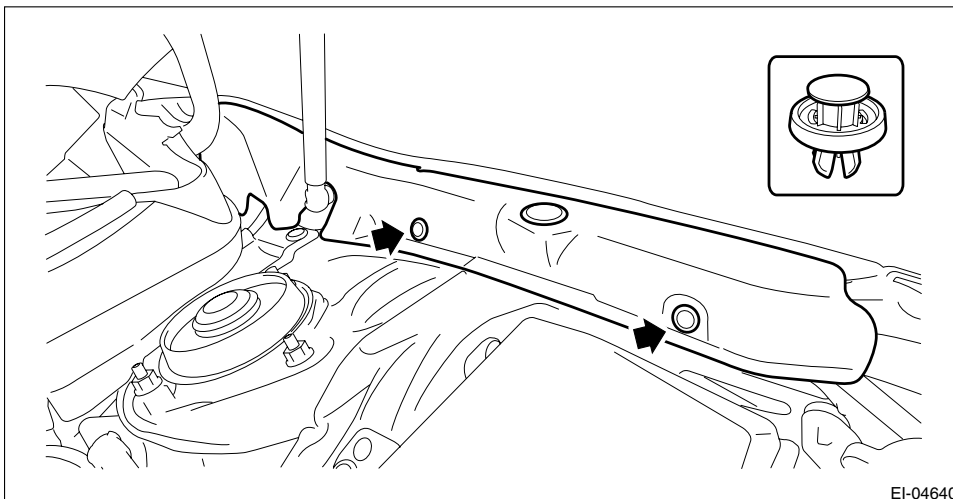
5. **CAREFULLY** remove the plastic cowl trim panels.

### Cowl Trim Panel Removal

- 1) Remove the arm assembly - windshield wiper. Ref. to WIPER AND WASHER SYSTEMS>Front Wiper Arm>REMOVAL.
- 2) Remove the cover - front fender UPR.
  - (1) Remove the clip.
  - (2) Release the claws by pulling them forward, and remove the cover - front fender UPR.

**CAUTION:**

**Forcibly removing the part may cause creases.**



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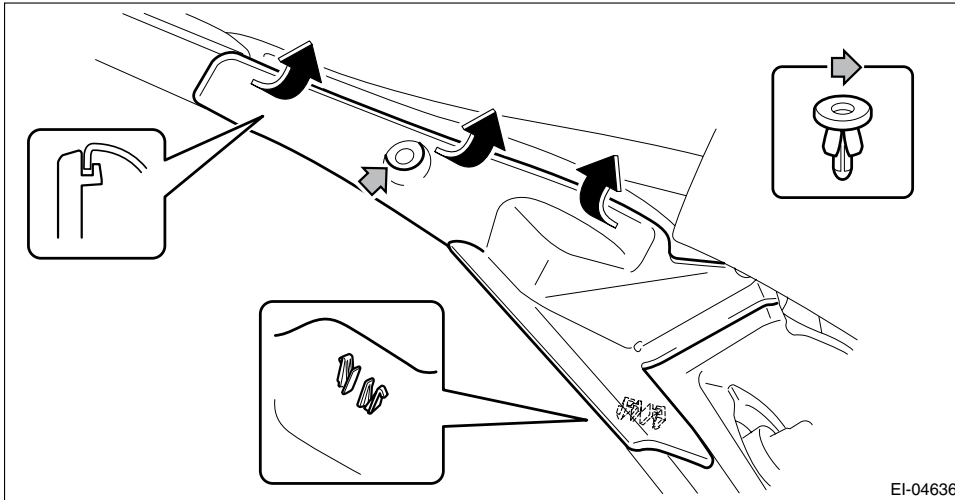
3) Remove the cowl panel - side.

(1) Remove the clips.

(2) Release the claws, and then remove the cowl panel - side.

**CAUTION:**

**Pulling with excessive force may damage the cowl panel - side. If it is difficult to remove, use a plastic remover or equivalent tool.**



4) Remove the cowl panel assembly.

**CAUTION:**

- Before removing the cowl panel, use an air blower and nylon brush to sweep gravel from the lower area of the front side of the glass.
- When removing the clip (b), push the claws of the clip first.

(1) Be careful not to apply excessive force when pulling the clip (b), as the clip may become damaged.

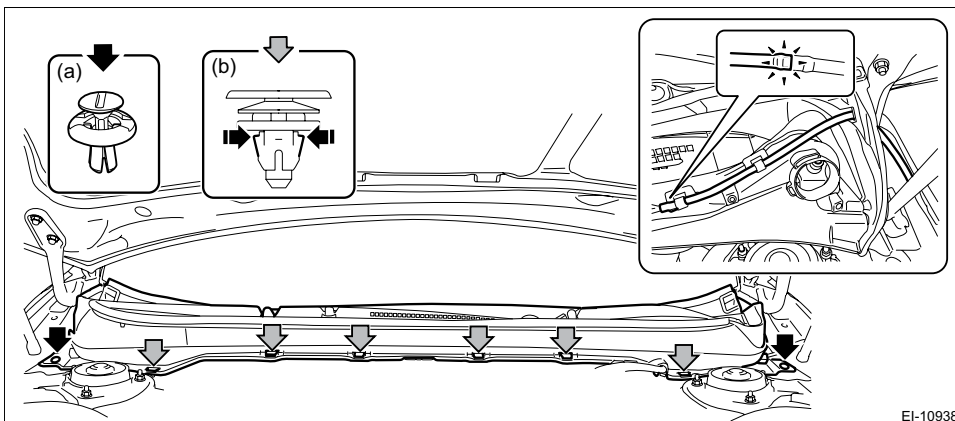
(2) Remove the clips (a).

(3) Check the direction of the clip (b), and push the claws from both sides to remove it.

(4) Remove the cowl panel assembly by pulling it out towards the front of the vehicle.

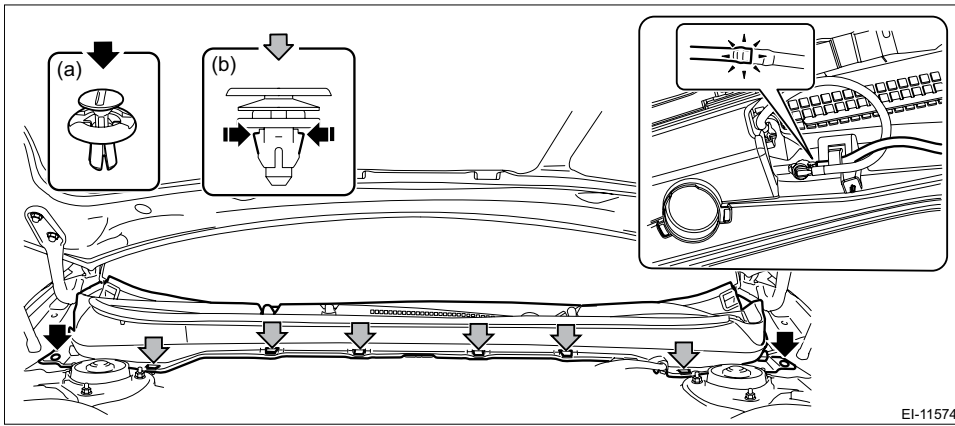
(5) Disconnect the washer hose.

- Models without EyeSight



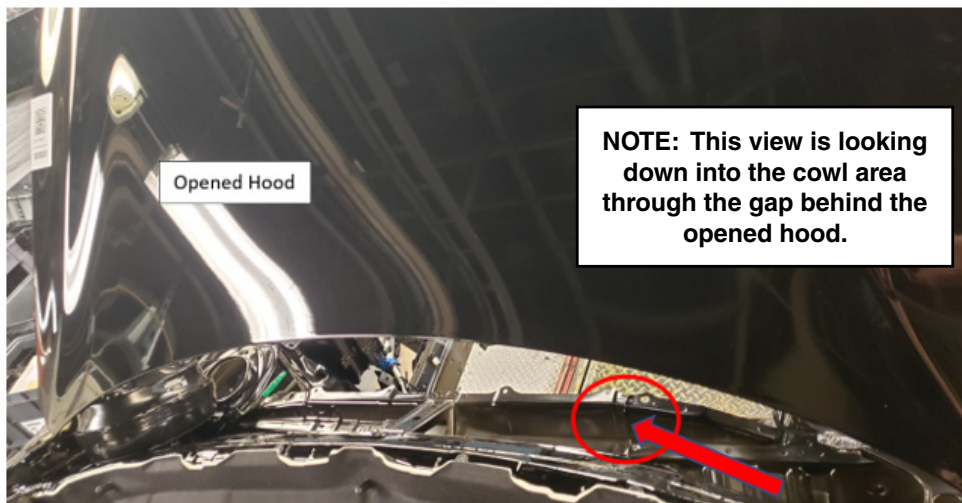
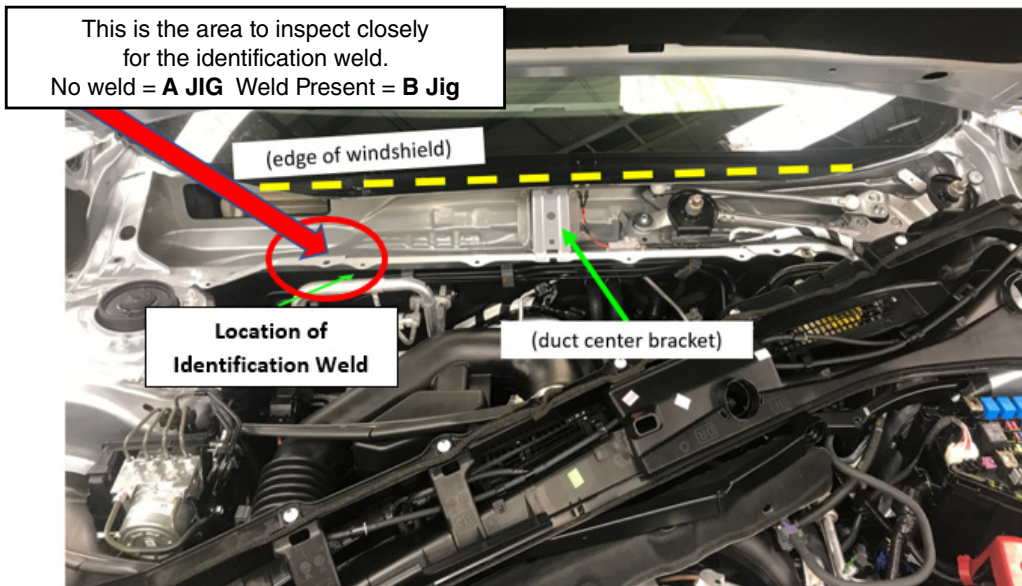
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- Models with EyeSight



EI-11574

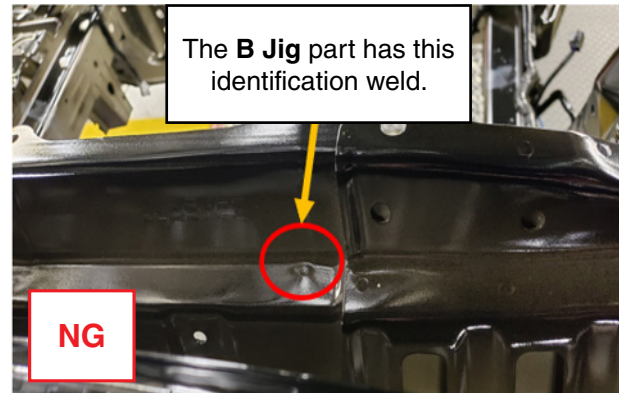
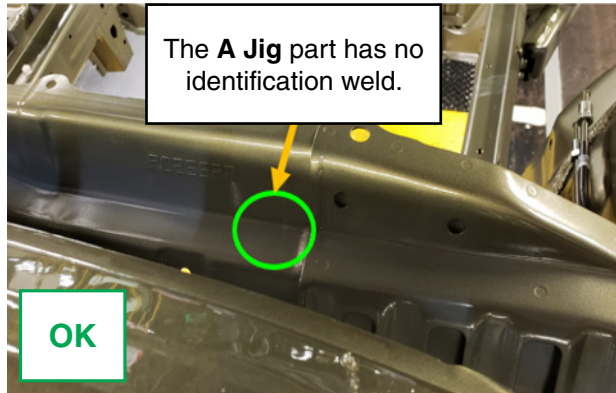
- With the cowl trim panel removed, use the photos below to determine if the vehicle is equipped with an **A Jig** or **B Jig** part. The **B Jig** part has an identification weld to distinguish it from the **A Jig** part.



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## HOW TO DETERMINE IF THE INSTALLED PART IS “A JIG” OR “B JIG”

**IMPORTANT NOTE:** See **APPENDIX A** starting on pg. 7 for additional reference photos to use when making the **OK / NG** (pass/fail) determination for **Part A** inspections.



7. If the cowl area inspection reveals an **A JIG** part, the vehicle is **OK**. **STOP**, take a clear photo of this area and the VIN plate at the base of the “B” pillar. Reinstall all the removed parts in reverse order to prepare the vehicle for sale. Proceed to **Step 8**.



**CRITICAL:** If the cowl area inspection reveals a **B JIG** part, THE VEHICLE IS **NG** AND **MUST BE HELD** WHILE DETERMINING THE NEXT COURSE OF ACTION. Do not reassemble the vehicle. Proceed to **8**. below.

### 8. SPECIAL PART A INSPECTION RESULT PROCESSING INSTRUCTIONS:

A completed QMR **MUST** be submitted immediately with one photo clearly showing the **Part A**, Jig A/B inspection point AND a photo of the VIN plate located at the bottom of the “B” pillar for **ALL** affected vehicles (pass or fail). Use the photos above as examples for the inspection point photos.

**IMPORTANT:** A COMPLETED QMR **MUST** BE SUBMITTED IMMEDIATELY WITH THE TWO (2) PHOTOS ATTACHED AND REVIEWED BY THE SOA CLAIMS TEAM BEFORE ANY VEHICLE CAN BE RELEASED FOR SALE.

- If an **A Jig** part is identified, the vehicle is **OK**. Enter a completed QMR immediately using fail code **IZB85** and attach the corresponding photos of the part and VIN plate. **IMPORTANT:** Include information in the QMR for the point of contact person a SOA Claims Team member should speak with to review further instructions.
- If a **B Jig**, part is identified, the vehicle is **NG** and cannot be released for sale. Submit a completed QMR immediately using Fail Code **IYB00** and attach the corresponding photos clearly showing the part and the VIN plate. CONTACT YOUR SOA FIELD SERVICE ENGINEER (FSE) TO ARRANGE THE REQUIRED **PART B** INSPECTION. Tag and **HOLD** the vehicle. **IMPORTANT:** Include information in the QMR for the point of contact person a SOA representative should speak with to coordinate the inspection.

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## **CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

**REMINDER:** A completed QMR must be received and reviewed by the SOA Claims Team **BEFORE** a claim can be submitted for this inspection. This bulletin will be revised with additional details as they become available.

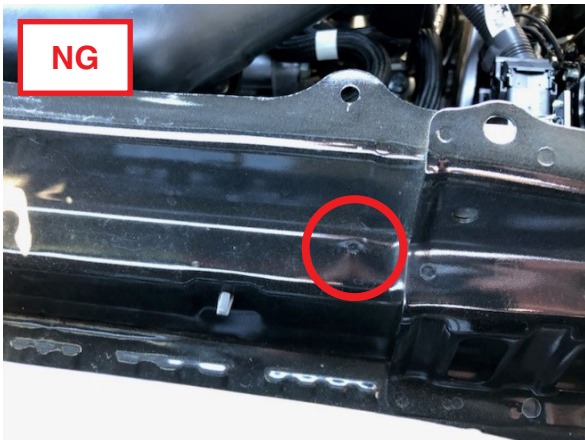
## **IMPORTANT REMINDERS:**

- 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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**APPENDIX A: Examples of NG ("B" Jig) and OK ("A" Jig) Duct Panel Weld Inspections**



**NOTE:** In this particular case, the weld is very difficult to see, especially in the supplied photo. Keep in mind, the vehicle's color can make the weld difficult to identify and photograph for making the OK / NG determination.

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