

**ATTENTION:**GENERAL MANAGER ☐ PARTS MANAGER ☐  
CLAIMS PERSONNEL ☐ SERVICE MANAGER ☐

IMPORTANT - All Service Personnel Should Read and Initial


**SUBARU** **PRODUCT CAMPAIGN BULLETIN****APPLICABILITY:** 2001MY Subaru Legacy and Outback**NUMBER:** WWD-87**SUBJECT:** Front Seat Inner Slide Rail**DATE:** 03/2001

Subaru of America, Inc. (SOA) has determined that some 2001 Legacy and Outback models equipped with manually adjustable (non-powered) seats may have been produced with an improperly welded front seat inner slide rail latch mechanism.

This program will involve replacement of the manually adjustable driver and/or passenger front seat inner slide rail on affected vehicles. Power driver seats are not affected.

**AFFECTED VEHICLES**

2001MY Subaru Legacy and Outback models.

Affected vehicles are identified in the VIN range chart below. **NOTE: All affected vehicles must be confirmed by using the Vehicle Coverage Inquiry in the Dealer Communication System (DCS). The description found next to the campaign code (WWD87) in the Vehicle Coverage Inquiry will identify the seat(s) that requires inner seat rail replacement. Refer to the section "IDENTIFY THE AFFECTED INNER FRONT SEAT RAIL THAT REQUIRES REPLACEMENT" on page 2 of this Bulletin for more details.**

Model		From	To
2001MY	Legacy Sedan	1*205866	1*207272
	Legacy Wagon	1*305004	1*305556
	Outback	1*621959	1*633402

\* Various Characters may occupy this position

**OWNER NOTIFICATION**

SOA will prepare and mail an Owner Notification Letter to owners of the affected vehicles. The owner notification is scheduled for mailing in mid-March, 2001. A copy of the Owner Notification Letter is included at the end of this bulletin.

**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.

## DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly service all vehicles subject to this recall at no charge to the vehicle owner regardless of mileage, age of the vehicle, or ownership.

For affected vehicles sold after the date on the dealer's computer list, dealers are to contact those owners and provide them with a copy of the owner notification letter. They should also arrange to make the required correction according to the instructions in the service procedure section of this bulletin.

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

## PARTS INFORMATION

Prior to the release of this recall, dealers will automatically be shipped a quantity of replacement right and left front seat inner slide rail assemblies equivalent to 60% of their vehicle sales. Additional quantities of the replacement inner seat rail assemblies will be available through normal parts supply after 3/10/01. In order to maintain an adequate part supply, SOA requests that Dealers only order parts necessary to supply anticipated demand.

Model	Description	Part Number
Legacy and Outback	Left Front Seat Inner Slide Rail Assy.	64160AE11A
	Right Front Seat Inner Slide Rail Assy.	64160AE10A

## IDENTIFY THE AFFECTED INNER FRONT SEAT RAIL THAT REQUIRES REPLACEMENT

**Note: Only manually adjustable driver and passenger front seats are affected. Outer front seat slide rails are NOT affected. Power driver seats are NOT affected.**

There is no inspection procedure. SOA has predetermined the affected front seat inner slide rail(s) for each vehicle. It will be necessary to access the Vehicle Coverage Inquiry in the Dealer Communication System in order to determine the appropriate repair procedure for each vehicle. The description next to the campaign code will identify the inner slide rail that requires replacement. Only replace the seat rail identified in the Vehicle Coverage Inquiry.

Campaign Code	Description
WWD87	Left Front Seat Inner Slide Rail (drivers side). Right Front Seat Inner Slide Rail (passenger side). Both Front Seat Inner Slide Rails.

## REPAIR PROCEDURES

Replace the appropriate front seat inner slide rails by following the procedures outlined below and by referring to procedures found in Section 7 - SE of the 2001 Legacy and Outback Service Manual as indicated.

### 1. Prepare for Seat Assembly Removal

*Note: Before proceeding, as a matter of customer courtesy, record radio settings prior to disconnecting the battery. Please remember to reset the radio and clock when repairs have been completed.*

- Disconnect the negative (-) battery terminal before starting seat removal.

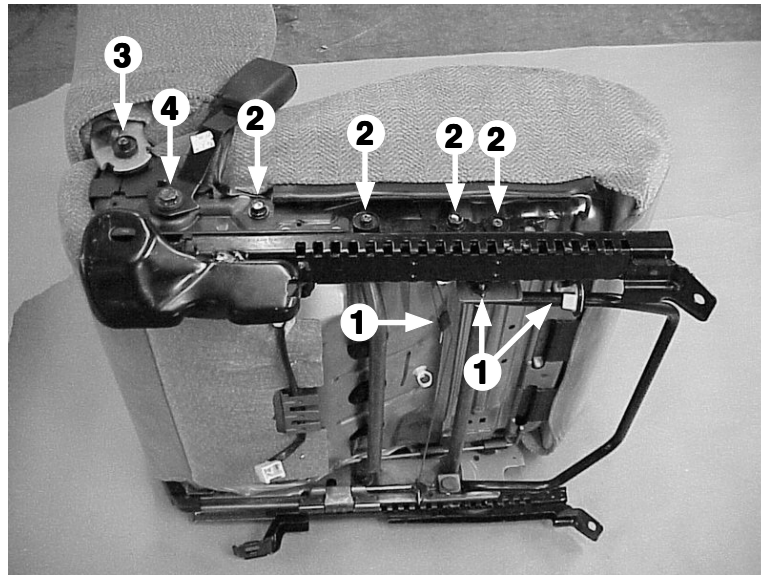
### 2. Seat assembly removal

Remove the seat from the vehicle by following the instructions in steps 2 through 11 in section A of the Service Manual: Removal. Please use extreme care when removing the seat assembly to avoid damage to the vehicle body, seat or trim.

- Vehicles equipped with side air bag - disconnect the side air bag connector located under the seat cushion. **Caution: Wait 20 seconds or more after disconnecting the battery before disconnecting the side air bag connector.**
- Vehicles equipped with heated seats - disconnect the seat heater connector.
- Disconnect the seat belt warning system connector.

**Note: Make seat bolt removal easier by moving the seat to full forward position when removing the two rear bolts, and move the seat to full rear position when removing front two bolts.**

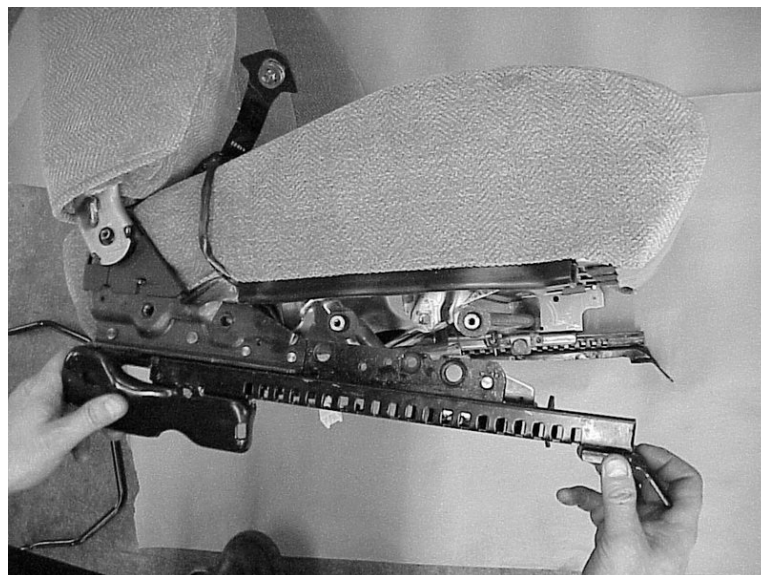
### 3. Remove the inner slide rail assembly



*Driver Side Shown*

Proceed with removal of the inner slide rail assembly as follows:

- 1) Disconnect the seat adjustment cable and release arm from the inner seat rail.
- 2) Remove the seat rail to seat frame attaching bolts and screws.
- 3) Remove the seatback to seat rail attaching screw.
- 4) Remove the seatbelt buckle assembly from the seat rail as pictured.



*Driver Side Shown*

- 5) Carefully rotate the seat rail downward as pictured.



*Driver Side Shown*

6) Remove the seat rail assembly as pictured.

**4. Install the replacement inner slide rail assembly and reassemble the seat assembly in the reverse order of disassembly.**

***Properly torque components as follows:***

Slide Rail assembly to seat frame bolts:	<b>18±5N-m (13.3±4 ft-lb)</b>
Slide Rail assembly to seat frame screws:	<b>7±1.5Nm (5.2±1.1 ft-lb)</b>
Seat Back to Slide Rail assembly screw:	<b>10±2.5Nm (7.4±1.8 ft-lb)</b>
Seat Belt Buckle installation:	<b>30 N-m (22 ft-lb)</b>

**5. Reinstall the seat assembly in the vehicle.**

**Important:** To avoid the possibility of stripping the seat bolts, always begin installation by hand and only tighten to the proper torque.

***Properly torque components as follows:***

Slide Rail to floor, 4 Bolts:	<b>53N-m (39 ft-lb)</b>
-------------------------------	-------------------------

Verify the Slide Rail operates smoothly and both rails lock simultaneously. If the rails do not lock simultaneously, adjust by loosening bolts and retightening them. For additional front seat slide rail adjustment procedures, refer to Service Bulletin 12-58-93 dated 02/16/93.

## RECALL CAMPAIGN IDENTIFICATION LABEL

Type or print the necessary information on a Recall Campaign identification label. The completed label should be attached to the vehicle's upper radiator support.

A quantity of labels is provided to each dealer with this bulletin. Additional labels are available through your Area / Distributor Service Office.

<b>SUBARU</b>
Campaign Code
<b>WWD-87</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit for performing this recall campaign will be based on the submission of properly completed repair order information. Dealers may enter the applicable claim information through their Dealer Communications System.

**Listed below is claim entry information:**

**Replacement of front seat inner slide rail(s)** - Use the following claim submission information for replacement of front seat inner slide rail(s).- All properly submitted claims will receive an automatic credit of 0.5 labor hours for replacement of one front seat inner slide rail or 0.8 labor hours for replacement of both front seat inner slide rails. Parts will be reimbursed at dealer cost plus the applicable handling allowance. (Refer to section 13, Claim Administration, of the Subaru Policies, Guidelines & Procedures Manual for recall/campaign reimbursement policies.)

Claim Type	Campaign Code
Multiple Recall (MR)	WWD-87

Claims will automatically be credited labor and parts according to the appropriate repair procedure for the individual vehicle as determined in the Vehicle Coverage Inquiry of the Dealer Communication System:

Procedure	Affected Seat Rail	Repair Labor	Part Number
WWD87	Left (drivers side) Inner Seat Rail	0.5	64160AE11A
	Right (passenger side) Inner Seat Rail	0.5	64160AE10A
	Both Front Inner Seat Rails	0.8	64160AE10A & 64160AE11A

Subaru of America, Inc.  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000  
www.subaru.com

**Service Program WWD-87  
March 2001**

Dear Subaru Owner:

This notice is sent to you in accordance with the National Highway Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has determined that a defect, which relates to motor vehicle safety, exists in some 2001 Subaru Legacy and Outback vehicles.

**DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that your vehicle may have been manufactured with an improperly welded inner slide rail latch mechanism on one or both front seats. This condition is present only in manually adjustable front driver and passenger seats. Power driver seats are not affected.

**DESCRIPTION OF THE SAFETY HAZARD**

The seat slide rails allow for forward and rearward adjustment of the front seats along their tracks. If an inner slide rail latch mechanism breaks due to improper welding, forward and rearward seat adjustment will no longer be possible. Additionally, the slide rails may fail when subjected to force, such as in an accident, exposing vehicle occupants to a risk of injury.

**REPAIRS**

To correct this condition, Subaru will replace one or both front seat inner slide rails at no cost to you.

**WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to replace one or both front seat inner slide rails at no cost to you.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to perform the repair is approximately one half hour for each seat. However, it may be necessary to leave your vehicle the full 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 changed your home address, or if you sold your Subaru vehicle, please complete the enclosed prepaid postcard and mail it to us.

## **IF YOU NEED FURTHER ASSISTANCE**

If the dealer fails or is unable to make the necessary repairs free of charge, you may contact the Subaru Campaign Headquarters at 1-800-782-2783 or write to the address listed on the first page of this letter.

You may also contact the Administrator of the National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call the toll free Auto Safety Hotline at 888-327-4236.

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). 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.)*

a subsidiary of Fuji Heavy Industries Ltd.