



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 12, 2019

Mr. Nick Aplin  
National Product Safety Manager  
Subaru of America, Inc.  
One Subaru Drive  
Camden, NJ 08103

NEF-150JK  
19V-855

**Subject:** Incorrect Measurement of Hydraulic Fluid Pressure

Dear Mr. Aplin:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

SUBARU/ASCENT/2019

**Mfr's Report Date:** December 2, 2019

**NHTSA Campaign Number:** 19V-855

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)

**Potential Number of Units Affected:** 76,842

**Problem Description:**

Subaru of America, Inc. (Subaru) is recalling certain 2019 Ascent vehicles. The transmission hydraulic sensor may inaccurately measure the hydraulic fluid pressure.

**Consequence:**

If the fluid pressure is measured higher than its actual value, the hydraulic pressure will be reduced. If this occurs, the transmission drive chain may not have the proper tension, resulting in a loss of drive power and an increased risk of a crash.

**Remedy:**

Subaru will notify owners, and dealers will reprogram the transmission control unit. The hydraulic sensor harness will be replaced on vehicles with certain stored diagnostic trouble codes. In addition, any vehicle confirmed to have experienced low drive chain tension will have the transmission assembly replaced. All repairs will be free of charge. The recall is expected to begin January 24, 2020. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WUV-07.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.safercar.gov](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov). We look forward to working with you.

Sincerely,



Joshua Neff  
Chief, Recall Management Division  
Office of Defects Investigations  
Enforcement