

**URGENT**  
**IMPORTANT SAFETY RECALL**  
This notice applies to the VIN below



**Subaru Safety Recall WUV-07**  
**NHTSA Recall ID 19V-855**  
**January 2020**

**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 2019 model year Ascent vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

**REASON FOR THIS SAFETY RECALL**

The transmission hydraulic sensor in your vehicle may incorrectly measure the hydraulic fluid pressure. If the fluid pressure is measured higher than its actual value, the hydraulic pressure will be reduced. If this occurs, the drive chain may not have the proper tension resulting in “chain slip”. You may be able to recognize this condition from irregular noise and/or vibration while driving, and/or warning lamp illumination.

**SAFETY RISK**

Continuing to operate a vehicle experiencing this condition may ultimately result in loss of power while driving, increasing the risk of a crash.

**WHAT SUBARU WILL DO**

Subaru will reprogram the transmission control unit (TCU) at no cost to you. Following the TCU reprogramming and after a drive test, diagnostic trouble codes (DTC codes) will be inspected and if certain DTCs are present, the hydraulic sensor harness will be replaced with an updated part at no cost to you. If vehicles are confirmed to have experienced, or are currently experiencing low drive chain tension, the transmission assembly will be replaced. This replacement will be at no cost to you.

Additionally, in cases where the CVT transmission assembly is not replaced as a result of this recall, Subaru will extend the New Car Powertrain Limited Warranty as it applies to your CVT and the chain slip condition. The extended coverage period will run from the vehicle’s original warranty start date and end after ten (10) years or one hundred thousand (100,000) miles, whichever comes first. The extension will apply only after you have had this recall repair completed. All other terms of the New Car Powertrain Limited Warranty will continue to apply.

***What You Should Do***

You should contact any authorized Subaru retailer (dealer) for an appointment to have this safety recall repair performed, at no cost to you.

**HOW LONG WILL THE REPAIR TAKE?**

The time required for the TCU reprograming and subsequent test drive and DTC inspection is approximately 1 hour. However, in certain rare cases, if the vehicle requires replacement of the hydraulic sensor harness or if the transmission assembly needs to be replaced, the time required to complete these repairs could extend to approximately 7 hours. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

For your convenience, your retailer may provide you with a loaner or rental vehicle, at no cost to you, until the repair is complete.

**CALIFORNIA REGISTERED OWNERS**

The California Air Resources Board requires that emission related campaigns be completed prior to California’s vehicle registration renewal process; without this repair, you will not be able to register your vehicle during your next annual registration. Upon completion of this campaign, your California dealer will complete and provide you a “Proof of Correction Certificate.” If required, present the certificate to the California Department of Motor Vehicles (the “DMV”) when renewing your California registration as proof of campaign completion. If the DMV does not request the certificate, we recommend that you keep it for your records.

In addition, the State of California requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. ***Without the repair we are providing at no charge, your vehicle may not pass this test.***

**OWNER INFORMATION**

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select ‘Customer Support,’ then select ‘Address Update’ or ‘Ownership Update’ from the “Quick Links” menu.

**IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.**  
**Customer-Retailer Services Department, Attention: WUV-07 Recall**  
**P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select ‘Find a Retailer.’

For additional information, please go to: <http://www.wuv07.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select “Customer Support”
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer-Retailer Services Department  
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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 (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle 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.

Sincerely,  
Subaru of America, Inc.

*Notice to Lessors*

*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.)*