

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: April 17, 2020**

### **New Safety Recall: WRD-20 Fuel Pump Impeller Failure**

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2019 model year Ascent, Impreza, Legacy, and Outback vehicles in which the fuel pump may become inoperative.

#### ***Description of the Defect and Safety Risk***

The affected vehicles may be equipped with a low pressure fuel pump produced during a specific timeframe which includes an impeller that was manufactured with a lower density. If the surface of the lower density impeller is exposed to solvent drying for longer periods of time, it may develop fine cracks. Those cracks may lead to excessive fuel absorption, resulting in impeller deformation. Over time, the impeller may become deformed enough to interfere with the body of the fuel pump, potentially causing the low pressure fuel pump to become inoperative.

If the low pressure fuel pump becomes inoperative, the check engine warning light or malfunction indicator light may illuminate, and/or the engine may run rough. In the worst case, an inoperative fuel pump may result in the engine stalling without the ability to restart the vehicle, increasing the risk of a crash.

#### ***Affected Vehicles***

A total of 188,207 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range	Affected vehicle count
2019	Ascent	June 26, 2018 - January 18, 2019	40,950
2019	Impreza	June 18, 2018 – February 25, 2019	40,797
2019	Legacy	June 29, 2018 – February 19, 2019	20,182
2019	Outback	June 29, 2018 – February 19, 2019	86,278

Not all vehicles in the production ranges listed above are affected by these recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. The status of this recall will display as "Open – Remedy Not Yet Available" until parts are available to support this recall.

#### ***Service, Parts, and Claim Instructions***

The remedy parts for this recall will begin to arrive later this month. Once there is a limited supply available, the status of this recall will be changed to "Open – Limited Parts Available" to allow repairs to begin if affected vehicles are presented for other services prior to owner notification.

Sufficient remedy parts supply is expected to be available prior to owner notification. Once available, the remedy parts must be ordered through PRIME. Please refer to 'Recalls & Campaigns/PRIME Max Quantities' on subarunet for the orderable quantities.

For detailed service, parts, and claim information, please refer to the WRD-20 Product Campaign Bulletin which will be available on STIS next week.

### ***Retailer Responsibility***

***Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$21,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.***

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP).

In-stock, unsold vehicles may be repaired with existing replacement fuel pump assemblies until the remedy kits specific to this recall become available. If necessary, the applicable fuel pump assembly (and the necessary one-time use parts required for the fuel pump assembly replacement) should be ordered through normal parts ordering channels. Due to limited supply, the fuel pump assemblies are on hold. Therefore, please contact the PICs with the affected in-stock VIN after the order is placed so that the fuel pump assembly can be released for that vehicle.

Once the remedy kits specific to this recall are available, whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

### ***Owner Notification***

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when the notification is scheduled.