



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 19, 2021

Ms. Mary Jo James  
Campaign Manager  
Subaru of America, Inc.  
One Subaru Drive  
Camden, NJ 08103

NEF-107SS  
21V-264

**Subject:** ECM Software May Cause Stall

Dear Ms. James:

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/CROSSTREK/2018-2019  
SUBARU/IMPREZA/2017-2019

**Mfr's Report Date:** April 15, 2021

**NHTSA Campaign Number:** 21V-264

**Components:**

ELECTRICAL SYSTEM:IGNITION  
ELECTRICAL SYSTEM:SOFTWARE  
ENGINE AND ENGINE COOLING:ENGINE:ENGINE CONTROL MODULE (ECU/ECM):SOFTWARE  
ENGINE AND ENGINE COOLING:EXHAUST SYSTEM:MANIFOLD/HEADER/MUFFLER/TAIL PIPE

**Potential Number of Units Affected:** 466,205

**Problem Description:**

Subaru of America, Inc. (Subaru) is recalling certain 2017-2019 Subaru Impreza and 2018-2019 Crosstrek vehicles. The Engine Control Module (ECM) may continue to power the ignition coil after the engine is shut off, causing a short circuit.

**Consequence:**

A short circuit in the ignition coils may cause a stall, increasing the risk of a crash.

**Remedy:**

Subaru will notify owners, and dealers will update the ECM software, replace the ignition coils and, if necessary, the front exhaust pipe, free of charge. The recall is expected to begin May 28, 2021. Owners can contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRE-21. Note: This recall includes all vehicles previously repaired under Recall 19V743.

**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).

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.

Subaru of America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement