



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

1200 New Jersey Avenue SE
Washington, DC 20590

December 14, 2021

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

NEF-107SS
21V-955

Subject: Drive Chain May Break Causing Loss of Drive Power

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/ASCENT/2019-2020
SUBARU/LEGACY/2020
SUBARU/OUTBACK/2020

Mfr's Report Date: December 9, 2021

NHTSA Campaign Number: 21V-955

Components:

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)
POWER TRAIN:DRIVELINE:CHAIN/BELT

Potential Number of Units Affected: 198,255

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2019-2020 Ascent, 2020 Legacy and Outback vehicles. A programming error in the Transmission Control Unit (TCU) may allow the clutch to engage before the drive chain is completely clamped.

Consequence:

An improperly secured drive chain may slip and break, causing a loss of drive power and increasing the risk of a crash.

Remedy:

Dealers will reprogram the TCU, inspect TCU data for chain slip, and visually inspect the chain guide. If evidence of chain slippage or damage is found, the transmission will be replaced. Repairs will be performed free of charge. Interim owner notification letters are expected to be mailed February 7, 2022. The remedy is expected to be available in April 2022. This recall includes all vehicles previously recalled under 19V-855. Vehicles previously recalled under 19V-855 will need to have the new remedy performed for this recall once available. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRK-21.

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.nhtsa.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 eight 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. We look forward to working with you.

Sincerely,



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