

Part 573 Safety Recall Report

21V-024

Manufacturer Name : Subaru of America, Inc.

Submission Date : JAN 26, 2021

NHTSA Recall No. : 21V-024

Manufacturer Recall No. : WRA-21



Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive

Camden NJ 08103

Company phone : 844-373-6614

Population :

Number of potentially involved : 383

Estimated percentage with defect : 40 %

Vehicle Information :

Vehicle 1 : 2021-2021 Subaru Outback

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: The CVT select lever cable nut may have been under-torqued during vehicle assembly.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records. A single associate assigned to a specific production line working between the production dates specified (12/14/2020 – 12/21/2020) was found to be using an improper torque wrench technique. All vehicles potentially affected by this associate are included in the identified population.

-How the recalled products differ from products that were not included in the recall: Vehicles not identified have the proper torque applied.

The recall population includes certain 2021 model year Outback vehicles. The number of potentially affected Outback vehicles is 314 vehicles.

Production Dates : DEC 14, 2020 - DEC 21, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2021-2021 Subaru Impreza

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : -Description of the issue: The CVT select lever cable nut may have been under-torqued during vehicle assembly.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records. A single associate assigned to a specific production line working between the production dates specified (12/14/2020 – 12/21/2020) was found to be using an improper torque wrench technique. All vehicles potentially affected by this associate are included in the identified population.

-How the recalled products differ from products that were not included in the recall: Vehicles not identified have the proper torque applied.

The recall population includes certain 2021 model year Impreza vehicles. The number of potentially affected Impreza vehicles is 69 vehicles.

Production Dates : DEC 14, 2020 - DEC 18, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The CVT select lever cable nut may have been under-torqued during vehicle assembly. If this nut loses retention, the gear select may not function properly.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the CVT select lever cable nut was not properly torqued and loses retention, the gear select may not function properly. If the gear select does not function properly, there is an increased risk of crash.

Description of the Cause : An associate was using an incorrect torque wrench technique while fastening the select lever cable nut.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : N/A

Component Description : N/A

Component Part Number : N/A

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

December 21, 2020 – During assembly line sampling, lower than specified CVT select lever cable nut torque was discovered on one vehicle. Subaru started an investigation and it was determined that a specific associate was using an improper torque wrench technique. All 91 vehicles built by this associate on this shift were contained.

December 22, 2020 – Lower than specified CVT select lever cable nut torque was measured on multiple vehicles within the quarantined lot. As a result, Subaru expanded the vehicle containment window to all vehicles ever built by this associate at this workstation. A quality hold was issued to potentially affected Subaru distributors for any vehicles that had been shipped from the factory.

December 22, 2020 – January 8, 2021 – The CVT select lever cable nut assembly process was audited for all associates. It was confirmed that all other associates were using proper torque wrench technique and that the training process for this procedure was correct. The audit confirmed that the topic was isolated to a single associate, who was first signed into this workstation on December 14, 2020. Please note, there was a planned winter plant shutdown between December 23, 2020 – January 3, 2021.

January 19, 2021 – Subaru is not aware of any reports of accident or injury related to this condition. Out of an abundance of caution, Subaru decided to conduct a safety recall for the potentially affected vehicles identified in this report.

Description of Remedy :

Description of Remedy Program : Subaru dealers will check the torque, and if necessary, apply the proper torque at no cost to the customer.

How Remedy Component Differs from Recalled Component : N/A

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on December 21, 2020.

Recall Schedule :

Description of Recall Schedule : Owner notification will occur within 60 days. Dealer notification is scheduled to begin on or about January 27, 2021.

Planned Dealer Notification Date : JAN 27, 2021 - JAN 27, 2021

Planned Owner Notification Date : FEB 19, 2021 - FEB 19, 2021

* NR - Not Reported