

# Part 573 Safety Recall Report

# 21V-955

**Manufacturer Name :** Subaru of America, Inc.

**Submission Date :** JUN 09, 2022

**NHTSA Recall No. :** 21V-955

**Manufacturer Recall No. :** WRK-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 :** 198,255

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2019-2020 Subaru Ascent

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** -Description of the issue: Due to an improper program, if the shift select was moved to drive or reverse (D or R) immediately after the engine was started, the independent secondary pressure control program may allow the forward/reverse clutch ("F/R clutch") to begin engagement before enough secondary clamping pressure has been applied to the drive chain.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with updated TCU control programming are not affected.

The recall population includes certain 2019 - 2020 model year Ascent vehicles. The number of potentially affected Ascent vehicles is 160,941.

**Production Dates :** FEB 22, 2018 -JUL 20, 2020

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2020-2020 Subaru Legacy

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

**Descriptive Information :** -Description of the issue: Due to an improper program, if the shift select was moved to drive or reverse (D or R) immediately after the engine was started, the independent secondary pressure control program may allow the forward/reverse clutch ("F/R clutch") to begin engagement before enough secondary clamping pressure has been applied to the drive chain.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with updated TCU control programming are not affected.

The recall population includes certain 2020 model year Legacy vehicles. The number of potentially affected Legacy vehicles is 2,057.

Production Dates : JUL 15, 2019 - AUG 13, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2020-2020 Subaru Outback

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** -Description of the issue: Due to an improper program, if the shift select was moved to drive or reverse (D or R) immediately after the engine was started, the independent secondary pressure control program may allow the forward/reverse clutch ("F/R clutch") to begin engagement before enough secondary clamping pressure has been applied to the drive chain.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with updated TCU control programming are not affected.

The recall population includes certain 2020 model year Outback vehicles. The number of potentially affected Outback vehicles is 35,257.

Production Dates : JUL 15, 2019 - AUG 13, 2020

VIN Range 1 : Begin :

NR

End : NR

Not sequential

**Description of Defect :**

Description of the Defect : Due to an improper program, if the shift select was moved to drive or reverse (D or R) immediately after the engine was started, the independent secondary pressure control program may allow the F/R clutch to begin engagement before enough secondary clamping pressure has been applied to the drive chain. An insufficient clamping pressure may cause the drive chain to slip. Due to the increased force, the chain guide could break apart and the fragments could inhibit the shift select mechanism. In addition, over time, if the vehicle continues operation with the drive chain slipping, the drive chain could break.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a drive chain breakage occurs while vehicles is in motion, the vehicle may experience a loss of motive power, increasing the risk of a crash.

Description of the Cause : The secondary pressure control program did not have a minimum secondary pressure requirement before allowing F/R clutch engagement. Therefore, if the shift select was moved to drive or reverse (D or R) immediately after the engine was started, the independent secondary pressure control program may allow the F/R clutch to begin engagement before enough secondary clamping pressure has been applied to the drive chain.

Identification of Any Warning that can Occur : None.

**Involved Components :**

Component Name 1 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AG75A

Component Name 2 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AG75B

Component Name 3 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AG76A

Component Name 4 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AG76B

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Component Name 5 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF98A

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Component Name 6 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF98B

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Component Name 7 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF98C

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Component Name 8 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF99A

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Component Name 9 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF99B

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Component Name 10 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AF99C

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Component Name 11 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH13A

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Component Name 12 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH13B

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Component Name 13 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH13C

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Component Name 14 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH14A

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Component Name 15 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH14B

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Component Name 16 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH14C

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Component Name 17 : UNIT-AT CONTROL

Component Description : Transmission Control Unit (TCU)

Component Part Number : 30919AH14D

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## Supplier Identification :

### Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

## Chronology :

December 19, 2018 - Subaru received the first technical report from the U.S. market indicating an inability to shift into drive. Subaru collected the part for further evaluation.

March - July 2019 - After reviewing the collected part, Subaru confirmed the chain guide was damaged. The cause of the broken chain guide could not be determined, and Subaru opened a joint investigation with the supplier.

October 2019 - February 2020 - Subaru continued to monitor the field data. Subaru requested additional part collection to increase the investigation sample size.

April - August 2020 - By August 2020, Subaru had received 12 technical reports from the U.S. market with allegations including inability to shift into D or P, inability to start the engine, and contaminants in the transmission fluid pan. As a result of the investigation, an updated TCU control program was implemented on the manufacturing line.

August 2020 - November 2021 - Subaru continued to monitor the field data. During this period, Subaru received 11 technical reports. In November 2021, Subaru received a technical report of the drive chain slip while the vehicle was in motion.

December 2, 2021 - Subaru is aware of 23 technical reports in the U.S. market. Subaru is not aware of any crashes or injuries resulting from this condition. Out of an abundance of caution, Subaru decided to conduct a voluntary safety recall.

## Description of Remedy :

Description of Remedy Program : For all of the potentially affected vehicles, Subaru dealers will reprogram the TCU. The historical TCU data will be analyzed for chain slip characteristics and the chain guide will be visually inspected. If vehicles are confirmed to be experiencing drive chain slip or if the chain guide is damaged, the transmission assembly will be replaced. For each potentially affected vehicle, all remedy repairs necessary will be completed at no cost to the customer.

Subaru will provide reimbursement to owners for repairs according to the general plan submitted in May 2020.

**How Remedy Component Differs from Recalled Component :** The remedy TCU program includes a secondary pressure requirement prior to allowing F/R clutch engagement.

**Identify How/When Recall Condition was Corrected in Production :** The updated TCU control program was implemented on the manufacturing line beginning July 21, 2020 (Ascent) and August 13, 2020 (Outback/Legacy).

## Recall Schedule :

**Description of Recall Schedule :** Owner notification will occur within 60 days. If remedy tools and /or reprogramming files are not available within 60 days, an interim notification letter will be issued. Dealer notification is scheduled to begin on or about December 10, 2021.

Updated June 9, 2022: Final owner notification is anticipated to begin in August 2022 and be phased throughout a 2 month period.

**Planned Dealer Notification Date :** DEC 10, 2021 - DEC 10, 2021

**Planned Owner Notification Date :** FEB 07, 2022 - FEB 07, 2022

\* NR - Not Reported