

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 10, 2021

New Subaru Safety Recall: WRL-21 – Front Axle Housing

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2020 model year Ascent vehicles in which the tie rod end mounting holes in the front axle housings may have an incorrect taper angle.

Description of the Defect and Safety Risk

The tie rod end mounting holes in the front axle housings of the vehicles included in this recall may have an incorrect taper angle. Over time, if a tie rod and/or a housing are deformed from multiple over-torque installations, the tie rod end could separate from the housing, increasing the risk of a crash.

Affected Vehicles

The number of U.S. vehicles included in this recall is 1,305.

Model Year	Carline	Production date range
2020	Ascent	February 22, 2020 – March 5, 2020

Not all vehicles in the production date ranges listed above may be included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com, which will be available today.

The status of this recall will display as “Open – Remedy Not Yet Available” until the parts are available to support this recall.

Service, Parts, and Claim Instructions

The remedy parts for this recall are expected to arrive by February 2022. Once they are available, the WRL-21 Product Campaign Bulletin will be published on STIS with detailed service and claim instructions.

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 or 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 Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into inventory or in for service, necessary steps should be taken to ensure the repair 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.