

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2021 MY Impreza

NUMBER: WRI-21R

SUBJECT: Left Front Lower Control Arm Improper Weld

DATE: 09/02/21

REVISED: 09/09/21

NHTSA ID: 21V-675

INTRODUCTION

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2021 model year Impreza vehicles in which the left front lower control arm may have an improper weld.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The affected vehicles may be equipped with a left front lower control arm with an improper weld near a connection joint between the lower control arm and the crossmember. An improper weld in this location may lead to a partial separation of the lower control arm from the crossmember. If this partial separation occurs, the tire could contact the wheel well structure.

If the lower control arm partially separates from the crossmember while driving, the tire could contact the wheel well structure, resulting in a loss of vehicle control and in increased risk of a crash.

AFFECTED VEHICLES

A total of 802 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2021	Impreza	February 25, 2021 – March 9, 2021

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

On Tuesday, August 31, affected vehicle information for this recall based on the selling retailer became available through the ‘Recall Affected VIN List’ function located on subarunet.com under ‘Recalls & Campaigns.’

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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OWNER NOTIFICATION

The affected vehicle owners will be advised that the vehicle should not be driven until it can be inspected by an authorized Subaru retailer.

Subaru will notify affected vehicle owners by first class mail and email on Friday, September 3. A copy of the owner notification letter is included at the end of this bulletin.

We urge all retailers to use the ‘Affected VIN List’ on subarunet to immediately contact their customers by phone to inform them of this recall and to immediately schedule an appointment for inspection.

The affected customers should be notified as follows:

“We are calling to inform you that your vehicle has been identified as potentially having a manufacturing defect impacting the safety of the vehicle’s left front suspension system. We would like you to make an appointment as soon as possible to get your vehicle inspected and to determine if a repair involving the installation of replacement parts is necessary. If replacement parts are necessary, we will make a loaner car available at no charge to you.”

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/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 Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

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PART INFORMATION:

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

Part Description	Part Number	Quantity
LOWER ARM ASSEMBLY-FRONT, LEFT	20202FL01A	1
FLANGE NUT	902380017	3
SELF LOCKING NUT	902330009	1
	902350006	1
FLANGE BOLT	901000461	2
	901000425	1

NOTE: No parts should be ordered prior to the completion of the inspection. These parts are on hold. If an inspection reveals the LOT number of **12171**, please order the parts accordingly and call the Parts Information Coordinators at 1-866-782-2782, prompt #1, for VIN confirmation and order release.

SERVICE PROCEDURE / INFORMATION:

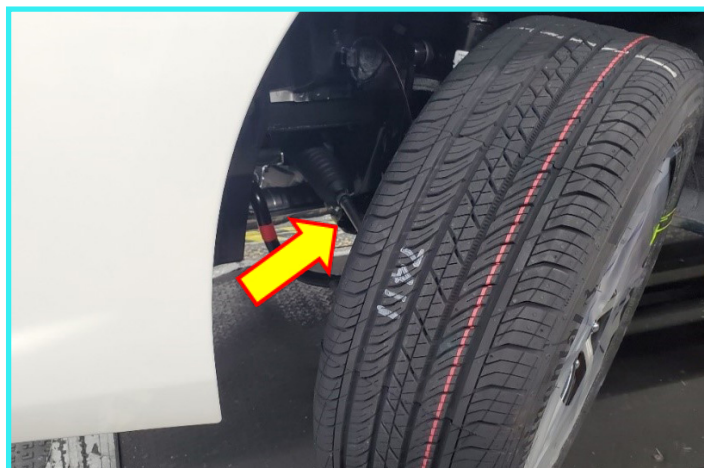
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

The inspection of the left front control arm can be performed with the vehicle on the ground, which means there is an opportunity to send a Technician to perform this inspection remotely. Retailers may utilize a SSLP or CPO vehicle for Technicians to drive to a customer's home to complete the recall inspection onsite. SOA will allow a \$50 reimbursement of one SSLP/CPO per day, per Technician, when completing multiple mobile recall inspections. Please see specific details and instructions in the CLAIM REIMBURSEMENT AND ENTRY PROCEDURES section of this recall bulletin.

LOT Number Inspection (MOBILE INSPECTION ONLY):

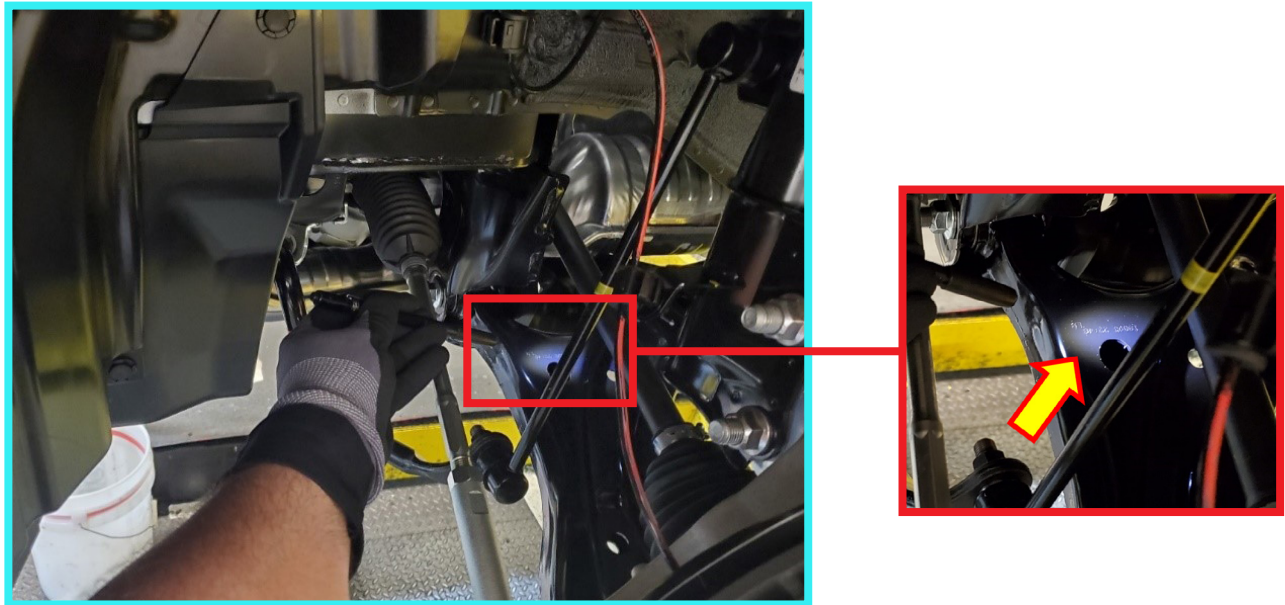
The identification of the left front lower control arm can be verified by locating and recording the stamped LOT Number located on the top of the arm. Access to the stamped number can be obtained without removing the left front wheel and recording the number with a photograph. If LOT Number **12171** is found, the left front lower control arm **MUST** be replaced. If any other number is found, no additional work is necessary.

STEP 1): Turn the steering wheel to the left full lock position and view behind the tire.



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STEP 2): Locate the LOT Number stamped the on top section of the arm.



STEP 3): Clean the top of the front lower control arm with a damp cloth to provide increased visibility of the stamped Lot Number. Verify and record the LOT Number with a photograph and document the LOT number on the repair order. A photograph can be taken with the wheel in the left full lock position.

IMPORTANT NOTE: A photograph of the LOT Number **MUST** be submitted for Warranty Claim Reimbursement.



EXAMPLE:
LOT Number **12171** is shown

STEP 4): Is LOT Number 12171 shown on the left front lower control arm?

YES: The left front lower control arm is “Not Good” and **MUST** be replaced.
Refer to **STEP 5**.

NO: The left front lower control arm is “Good” and there is no further work needed

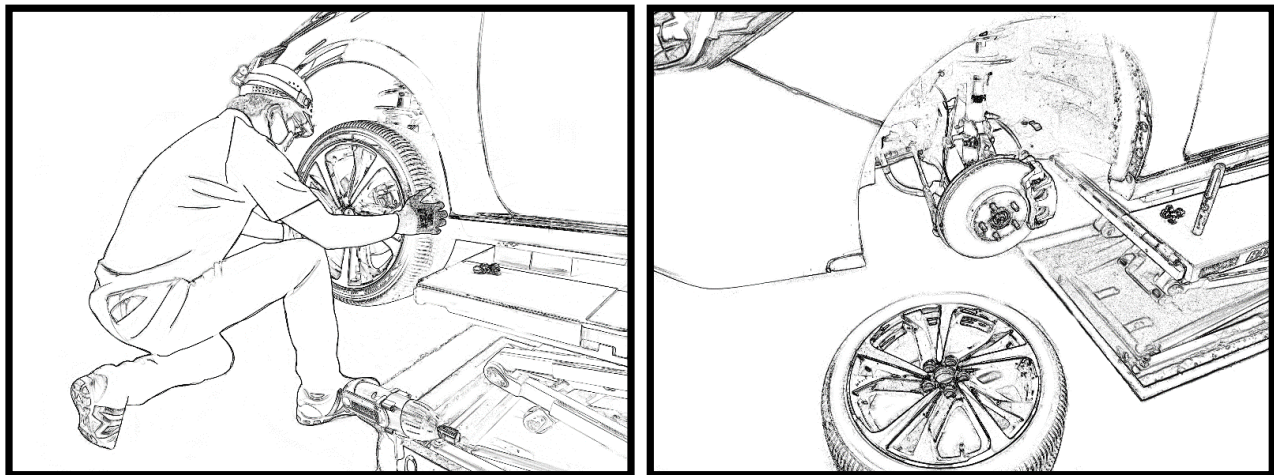
NOTE: If the Technician finds lot number 12171 upon their inspection, towing should be set up to get the vehicle into the retailer for replacement of the left front lower control arm. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

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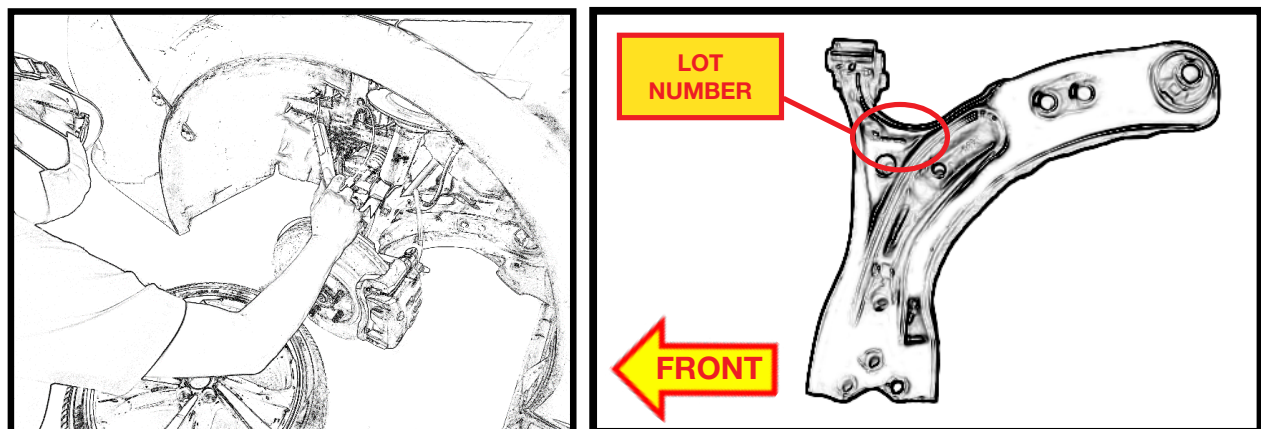
LOT Number Inspection (SERVICE FACILITY INSPECTION ONLY):

The identification of the Left Front Lower Control Arm can be verified by locating and recording the stamped LOT Number located on the top of the arm. Access to the stamped number can be obtained by removing the left front wheel and recording the number with a photograph. Wheel removal is recommended when possible. If LOT Number **12171** is found, the left front lower control arm **MUST** be replaced. If any other number is found, no additional work is necessary.

STEP 1): Lift vehicle and remove the left front wheel.



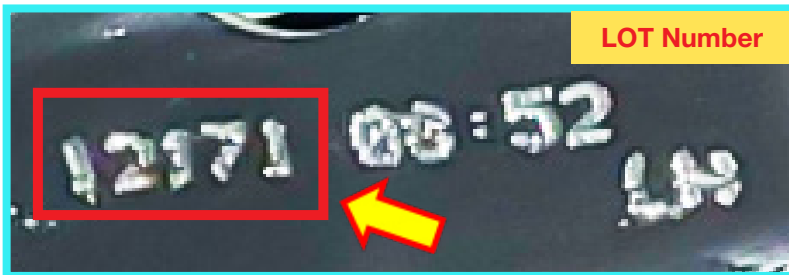
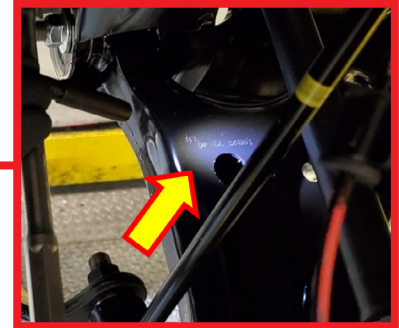
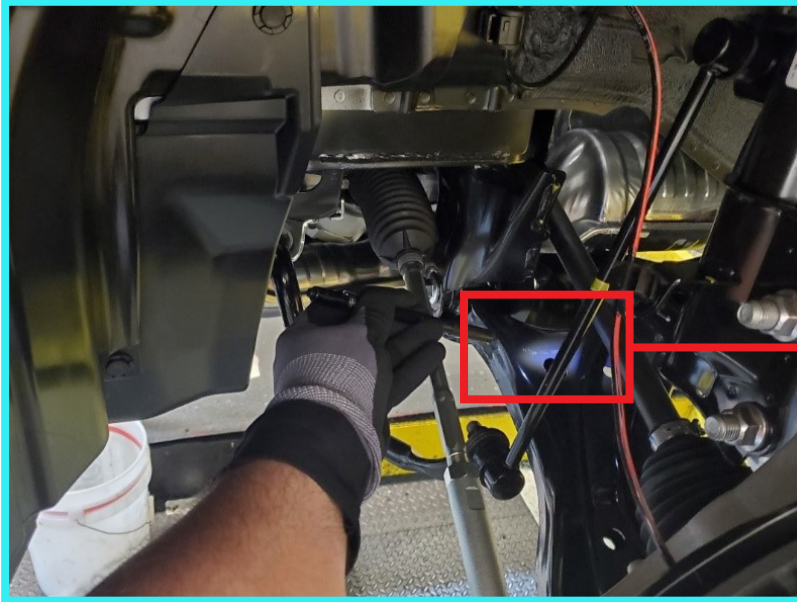
STEP 2): Clean the top of the front lower control arm with a damp cloth to provide increased visibility of the stamped LOT Number.



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STEP 3): Illuminate the stamped LOT Number on the left front lower control arm. Capture the 5 digit Lot Number with a photograph and document the LOT number on the repair order.

IMPORTANT NOTE: A photograph of the LOT Number **MUST** be submitted for Warranty Claim Reimbursement.



EXAMPLE:
LOT Number **12171** is shown

STEP 4): Is LOT Number 12171 shown on the left front lower control arm?

YES: The left front lower control arm is “Not Good” and **MUST** be replaced. Refer to **STEP 5**.

NO: The left front lower control arm is “Good” and there is no further work needed. Reinstall all parts in the reverse order of disassembly.

NOTE: If the Technician finds lot number 12171 upon their inspection, towing should be set up to get the vehicle into the retailer for replacement of the left front lower control arm. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

End of Inspection

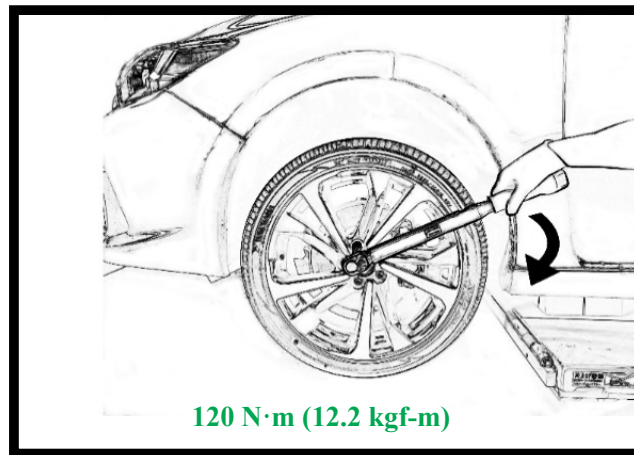
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STEP 5): The service procedures for the left front lower control arm has remained unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to the applicable Service Manual: Suspension > FRONT SUSPENSION > Front Arm > Removal/Installation

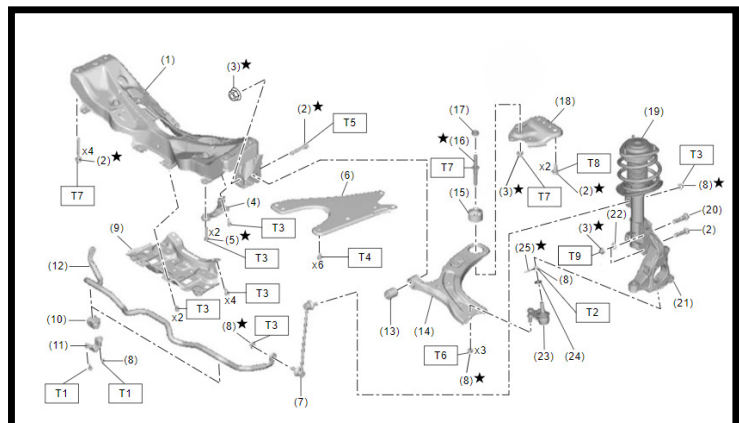
IMPORTANT REMINDERS:

- Tightening Torque for Wheels: **120 N·m (12.2 kgf-m)**



- Inspect the wheel alignment and adjust. Refer to the applicable Service Manual: Suspension > FRONT SUSPENSION > Wheel Alignment
- For Models with EyeSight, perform the lane keep assist learning value adjustment. Refer to the applicable Service Manual: DIAGNOSTICS > Clear Active Lane Keep System Learning Value > OPERATION
- For Models with Vehicle Height Sensor, perform a reinitialization of the auto headlight beam leveler system. Refer to the applicable Service Manual: LIGHTING SYSTEM > Auto Headlight Beam Leveler System > PROCEDURE

- The Service Manual uses a **black star (★)** in the component breakdown illustrations to indicate one-time use parts. Refer to the image posted to the right.



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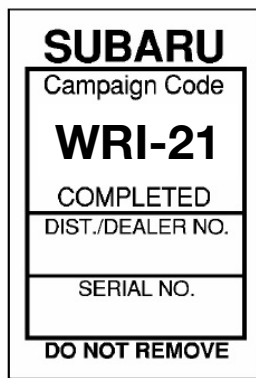
Part Return Information:

A Part Return Notice will be supplied for all failed parts upon claim approval. Please follow the instruction on the Part Return Notice which includes the address. Tag the part with the VIN information. Attach a printed copy of the repair order with the part being returned.

Service Program Identification Label:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



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CLAIM REIMBURSEMENT AND ENTRY INFORMATION:

Credit to perform this recall will be based on properly completing the repair order information and attaching the necessary information when submitting your recall claim.

Labor Description	Labor Operation #	Labor Time	Fail Code
LEFT FRONT CONTROL ARM INSPECTION ONLY	A111-408	0.2H	WRI-21
INSPECTION, LF CONTROL ARM REPLACEMENT, ALIGNMENT & WORK SUPPORT	A111-401	1.6H	
INSPECTION, LF CONTROL ARM REPLACEMENT, ALIGNMENT, WORK SUPPORT & HEADLIGHT REINITIALIZATION	A111-402	1.7H	

******Clear photos of the lot number MUST be included when submitting an inspection or replacement claim. Failure to include a photo will affect claim processing and payment.**

Rental for remote inspection

When a Technician performs the inspection remotely, SOA will allow a \$50 reimbursement of one SSLP/CPO per day, per technician, when completing multiple mobile recall inspections. Rental used for remote inspection should be submitted as Policy Adjustment and should NOT be included when submitting the recall claim. Please carefully review the information below to regarding how to submit a Policy Adjustment claim for a CPO or SSLP vehicle used by a Technician.

CPO Rental Reimbursement for remote inspection

When a CPO vehicle is being used for a remote inspection, a Repair Order should be opened for the CPO VIN for the day in use. Service Manager, Service Director or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the CPO vehicle. The CPO vehicle will be reimbursed at \$50 per day, once per day. Fuel is not included.

Please use the guide below when submitting your claim:

- *VIN:* The claim should be entered using the CPO VIN used by the technician.
- *Claim Type:* Policy Adjustment
- *Alternate Transportation:* Enter \$50 in Alternate Transportation area in the claim.
- *Claim Specific Data:* SOA Amount field= enter \$50
Customer Last name: enter CPO
Customer Zip Code- use retailer zip code
- *Claim Notes:* The claim notes must include the RO#, Job, VIN and Recall Claim ID for each customer inspection completed that day.
- *Please use the labor operation and fail code information below:*

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Claim Type	Labor Operation #	Labor Description	Labor Time	Fail Code
Policy Adjustment	A101-102	Rental Only	0.0	RNT-00

NOTE: If the Technician finds lot number 12171 upon their inspection, towing should be set up to get the vehicle into the retailer for replacement of the left front lower control arm. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

SSLP Rental Reimbursement for remote inspection

When a SSLP vehicle is being used for a remote inspection, a Repair Order should be opened for the SSLP VIN for the day in use. Service Manager, Service Director or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the SSLP vehicle. The SSLP vehicle will be reimbursed at \$50 per day, once vehicle per day. Fuel is not included.

Please use the guide below when submitting your claim:

- *VIN:* The claim should be entered using the SSLP VIN used by the Technician.
- *Claim Type:* Policy Adjustment
- *Alternate Transportation:* Enter \$50 in Alternate Transportation area in the claim.
- *Claim Specific Data:* SOA Amount field= enter \$50
Customer Last name: enter SSLP
Customer Zip Code- use retailer zip code
- *Claim Notes:* The claim notes must include the RO#, Job, VIN and Recall Claim ID for each customer inspection completed that day.
- *Please use the labor operation and fail code information below:*

Claim Type	Labor Operation #	Labor Description	Labor Time	Fail Code
Policy Adjustment	A101-102	Rental Only	0.0	RNT-00

NOTE: If Technician finds lot number 12171 upon their inspection, towing should be set up to get the vehicle into the retailer for replacement of the left front lower control arm. The SSLP vehicle can be left with the customer as a loaner vehicle.

Please be aware of the following SSLP Administration Requirements under this Program:

- An SSLP Service loaner contract must be opened in WebDrive when a retailer is using it for remote inspection or when left with a customer to be used when additional repair is necessary.
- Customers must sign SSLP loaner contract for any SSLP vehicles left in their possession.

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- Each Service loaner contract opened and closed will count towards overall SSLP retailer incentive utilization and individual vin utilization.
- The retailer must utilize Subaru SSLP vehicles; rental units from outside rental companies (ie: Enterprise, Hertz, etc.) are not eligible for the \$50 per day reimbursement.

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to THE APPLICABLE SERVICE MANUAL for the latest service information before performing any repairs.

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URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



SUBARU

Subaru of America, Inc
PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WRI-21
NHTSA Recall ID 21V-675
September 2021

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2021 model year Impreza vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle may be equipped with a left front lower control arm with an improper weld near a connection joint between the lower control arm and the crossmember. An improper weld in this location may lead to a partial separation of the lower control arm from the crossmember. If this partial separation occurs, the tire could contact the wheel well structure.

If the lower control arm partially separates from the crossmember while driving, the tire could contact the wheel well structure, resulting in a loss of vehicle control and in increased risk of a crash.

Your vehicle is not safe to drive if this potential defect is present.

WHAT SUBARU WILL DO

Subaru will inspect the lot number on the left front lower control arm in your vehicle and replace it if necessary, at no cost to you.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) for an appointment to have your vehicle inspected, at no cost to you.

Please do not drive your car until it has been inspected and, if necessary, the recall repair has been performed by an authorized Subaru retailer.

For your convenience, your retailer may provide a mobile inspection of your vehicle, and provide you with a loaner or rental vehicle at no cost if your vehicle requires repair.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

HOW LONG WILL THE REPAIR TAKE?

The time required to inspect the lot number on the left front lower control arm in your vehicle is less than 15 minutes. If the left front lower control arm needs to be replaced, the time required is approximately one hour and 45 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

**Subaru of America, Inc.
Customer Advocacy Department, Attention: WRI-21 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wri21.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,
Subaru of America, Inc.