

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



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

Subaru Safety Recall WRK-21
NHTSA Recall ID 21V-955
February 2022
Interim Notification

Dear Subaru Owner:

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

Subaru of America, Inc. (Subaru) has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Ascent vehicles and certain 2020 Legacy and Outback vehicles.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Due to a programming error in the transmission control unit (TCU), the drive chain may slip, resulting in breakage of the chain guide. If the drive chain guide breaks, resulting fragments could inhibit the shift select mechanism. If the vehicle continues operation with the drive chain slipping, over time the drive chain could break.

If the drive chain breaks while the vehicle is in motion, the vehicle may experience a loss of motive power, increasing the risk of a crash.

WHAT YOU SHOULD DO

Subaru is in the process of acquiring the tools and reprogramming files necessary to perform this repair and expects to have a sufficient supply available in May. Once the repair is available, Subaru will contact you again by mail advising you to proceed with scheduling an appointment with your Subaru retailer (dealer).

WHAT SUBARU WILL DO

Once the tools and reprogramming files are available to perform this repair, your Subaru retailer will reprogram the TCU. The historical TCU data will be analyzed for chain slip characteristics and the chain guide will be visually inspected. If the vehicle is confirmed to have experienced drive chain slip or if the chain guide is damaged, the transmission assembly will be replaced. All remedy repairs necessary will be completed at no cost to you.

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-Retailer Services Department, Attention: WRK-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.wrk21.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-Retailer Services 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 once you are notified that the remedy is available.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION