

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: September 26, 2022

New Safety Recall: WRH-22 Clearcoat Adhesion Recall

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2022 model year Impreza and Outback vehicles, which may not fully meet requirements set forth in FMVSS No. 212 – Standard for Windshield Mounting.

Description of the Defect and Safety Risk

The vehicles affected by this recall were produced with a batch of incorrect body clearcoat finish, which may not achieve the proper hardness. This condition could potentially cause inadequate front windshield adhesion to the vehicle body structure in the event of a crash, increasing the risk of injury to the vehicle occupant(s).

Remedy

Subaru will replace or repurchase the vehicle at no cost to the owner.

Affected Vehicles

A total of 41 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range	Vehicle count
2022	Impreza	July 18, 2022 – July 19, 2022	14
2022	Outback	July 18, 2022 – July 19, 2022	27

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.

Recall Procedures

Subaru is in the process of establishing the replacement, repurchase, and claim procedures for this recall. Once the procedures have been finalized, a Product Campaign Bulletin will be posted on STIS. Retailers will be advised when this information is available. The VIN status will be set to 'Open-Remedy Not Yet Available' until the recall procedures have been finalized and published.

If one of the affected vehicles is presented for service prior to the publication of the recall procedures, please explain this recall situation to the customer, request their permission to hold the affected vehicle at your retailer, and provide them with a free loaner or rental vehicle until the replacement or repurchase process can be completed. If an affected vehicle is being held, the holding retailer should

contact the Customer Advocacy Department via email at wrh22contacts@subaru.com for further assistance.

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 \$22,423 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.

Owner Notification

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when the notification is scheduled.