



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

February 17, 2023

Ms. Mary Jo James
Campaign Manager
Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103

NEF-107DR
23V-080

Subject: Battery Harness Corrosion May Cause Loss of Power

Dear Ms. James:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SUBARU/CROSSTREK HYBRID/2019-2022

Mfr's Report Date: February 14, 2023

NHTSA Campaign Number: 23V-080

Components:

ELECTRICAL SYSTEM:12V/24V/48V BATTERY

Potential Number of Units Affected: 8,413

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2019-2022 Crosstrek Hybrid vehicles. The harness terminal that supplies low-voltage power from the converter to the 12-Volt battery may corrode and break, preventing the 12-Volt battery from charging.

Consequence:

A 12-Volt battery that is unable to recharge can cause a loss of drive power, increasing the risk of a crash.

Remedy:

Dealers will replace the converter terminal mounting bracket. If corrosion is found on the terminals, the 12-Volt output harness and terminals will also be replaced. Repairs will be performed free of charge. Owner notification letters are expected to be mailed April 14, 2023. Owners may contact Subaru's customer service at 1-844-373-6614. Subaru's number for this recall is WRD-23.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

As required in Part 573.6, please amend the chronology to include the dates of all field or service reports. If claim count exceeds 10 claims, please provide the total number of claims, and a receipt date range for those claims.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Subaru of America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement