August 10, 2023

Mr. Nick Aplin
Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103

Subject: Instrument Panel Harness Damage

Dear Mr. Aplin:

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/2024
SUBARU/IMPREZA/2024

Mfr's Report Date: August 4, 2023

NHTSA Campaign Number: 23V-551

Components:
ELECTRICAL SYSTEM: INSTRUMENT CLUSTER/PANEL

Potential Number of Units Affected: 35,357

Problem Description:
Subaru of America, Inc. (Subaru) is recalling certain 2024 Crosstrek and Impreza vehicles. Due to insufficient clearance, the instrument panel harness may contact the steering beam bracket, damaging the wire insulation and causing a short circuit.

Consequence:
A short circuit may cause a loss of drive power, increasing the risk of a crash.

Remedy:
Dealers will inspect the harness and install an additional clamp on the steering beam bracket. If damage is found, dealers will add protective tape or replace the instrument panel harness, as necessary. Repairs will be performed free of charge. Owner notification letters are expected to be mailed October 3, 2023. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRL-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 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 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 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. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

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