

Part 573 Safety Recall Report

23V-064

Manufacturer Name : Subaru of America, Inc.**Submission Date :** FEB 09, 2023**NHTSA Recall No. :** 23V-064**Manufacturer Recall No. :** WRE-23**Manufacturer Information :**

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive

Camden NJ 08103

Company phone : 844-373-6614

Population :

Number of potentially involved : 1,182

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2023-2023 Subaru Solterra

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : -Description of the issue: The subject vehicles are equipped with wheels attached to the vehicle with certain hub bolts. These vehicles had been contained at specific port processing facilities for repair which included the replacement and tightening of the hub bolts before delivery to retailers. These original hub bolts required replacement, because they had characteristics that could cause them to loosen under certain conditions of vehicle use. A third-party contractor was engaged to perform the repair work. A certain contractor team did not properly complete the repair procedure resulting in the potential for significantly under-torqued bolts.

-The basis for how the recall population was determined: Data indicates the recall population is limited to a certain contractor team at two port locations; however, out of an abundance of caution, the recall population includes all vehicles repaired at all port locations supported by the third-party contractor.

-How the recalled products differ from products that were not included in the recall: Vehicles without the original hub bolt concern and vehicles repaired at other facilities are not affected.

The recall population includes certain 2023 model year Solterra vehicles. The number of potentially affected Solterra vehicles is 1,182.

Production Dates : MAR 30, 2022 - JUN 04, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Description of Defect :

Description of the Defect : The subject vehicles are equipped with wheels attached to the vehicle with certain hub bolts. These vehicles had been contained at specific port processing facilities for repair which included the replacement and tightening of the hub bolts before delivery to retailers. These original hub bolts required replacement, because they had characteristics that could cause them to loosen under certain conditions of vehicle use. A third-party contractor was engaged to perform the repair work. A certain contractor team did not properly complete the repair procedure resulting in the potential for significantly under-torqued bolts. Data indicates the recall population is limited to a certain contractor team at two port locations; however, out of an abundance of caution, the recall population includes all vehicles repaired at all port locations supported by the third-party contractor.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : This could result in all the hub bolts on a wheel to loosen to the point where they can detach. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

Description of the Cause : A certain contractor team did not properly complete the repair procedure resulting in the potential for significantly under-torqued bolts. Data indicates the recall population is limited to a certain contractor team at two port locations; however, out of an abundance of caution, the recall population includes all vehicles repaired at all port locations supported by the third-party contractor.

Identification of Any Warning that can Occur : A rattle, popping or knocking noise may be heard while driving.

Involved Components :

Component Name 1 : BOLT KIT HUB

Component Description : Hub Bolt Kit

Component Part Number : 0400232142

Supplier Identification :**Component Manufacturer**

Name : Subaru

Address : NR

NR
Country : NR

Chronology :

January 19, 2023 – A Technical Report was issued for a vehicle found with significantly loose bolts on the left front and left rear wheels discovered during a pre-delivery inspection. Subaru immediately began investigating the vehicle repair history.

January 19 – February 3, 2023 – Subaru confirmed the subject vehicle was repaired at a specific port in California by a third-party

contractor. Subaru's investigation included torque inspection for vehicles repaired at all port operations, confirmation of torque wrench calibration used during port facility repairs and interviewing of technicians regarding the repair procedure followed at each port location. The investigation confirmed there were no concerns with the torque wrenches used for these repairs. Torque inspections found additional occurrences at the original port and one other port. All occurrences found were from the same third-party contractor team.

February 6, 2023 – The information obtained during the investigation indicates the potentially affected vehicle population is limited to repairs completed by a certain contractor team at two port locations; however, out of an abundance of caution, Subaru decided to recall all vehicles repaired at all port locations supported by the third-party contractor. There is one Technical Reports and zero warranty claims that relate or may relate to this condition. Subaru is not aware of any crashes or injuries that relate or may relate to this condition.

Description of Remedy :

Description of Remedy Program : For all potentially affected vehicles, Subaru dealers will inspect the hub bolts and, if necessary, retorque to the specification at no cost to the customer.

Until the inspection/remedy is completed, customers will be instructed not to drive their vehicle and to make arrangements with their Subaru dealer to have the vehicle towed for inspection. Towing will be offered at no cost to the customer. Subaru estimates that all potentially affected vehicles are still under original warranty, but if there are any exceptions, Subaru will provide reimbursement to owners for repairs according to the general plan submitted in May 2022.

How Remedy Component Differs from Recalled Component : Not Applicable

Identify How/When Recall Condition was Corrected in Production : Not Applicable

Recall Schedule :

Description of Recall Schedule : Owner notification will occur within 60 days and is planned to begin on or about March 1, 2023. Dealer notification is scheduled to begin on or about February 10, 2023.

Planned Dealer Notification Date : FEB 10, 2023 - FEB 10, 2023

Planned Owner Notification Date : MAR 01, 2023 - MAR 01, 2023

* NR - Not Reported