

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: August 16, 2023

UPDATE Safety Recall/STOP SALE: WRL-23 Instrument Panel Harness Clearance

Service, Parts, and Claim Instructions

The Product Campaign Bulletin is now available on STIS.

Please be advised that the parts supply for this recall is currently limited. Therefore, the WRL23 recall coverage status for the affected VINs will be 'Open-Remedy not yet available' until sufficient parts are available.

On August 16, 2023, the status of all vehicles identified in the stop sale was updated to 'Open – Limited Parts Available' to allow WRL23 repairs to begin on these vehicles. To support these repairs, on August 15, 2023, SOA sent P/N 81904FN030 to retailers based on the quantity of vehicles identified in the stop sale for each retailer.

For the remaining affected vehicles, we expect sufficient parts to be available in about 2 weeks, at which time the VIN status will be updated to allow repairs to begin for all vehicles affected by this recall. Retailers will be notified when this update occurs.

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2024 model year Impreza and Crosstrek vehicles.

Description of the Defect and Safety Risk

The affected vehicles have insufficient clearance around the instrument panel harness which may allow the harness to contact the steering beam bracket. If the harness contacts the bracket, the wire insulation could be damaged and/or a wire could short circuit.

If a short circuit occurs while the vehicle is in motion, the vehicle may experience a loss of motive power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

Remedy

For all potentially affected vehicles, Subaru retailers will inspect the instrument panel harness and install an additional clamp on steering beam bracket. If during the harness inspection the wire insulation is found to be damaged, protective tape will be applied to the damaged wire. If during the harness inspection the wire core is found to be exposed, the instrument panel harness will be replaced.

The inspection and all repairs will be completed at no cost to the customer.

Affected Vehicles

A total of 35,357 U.S. vehicles will be included in this recall as listed below.

Model Year	Carline	Production Date Range
2024	Impreza	March 24, 2023 – June 6, 2023
2024	Crosstrek	February 20, 2023 – June 6, 2023

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 prior to repair.

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 \$26,315 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 owner notification is scheduled.