



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: May 19, 2025
Re: ***WRA-24 ODS Sensor Replacement FAQs, Used Vehicle Inventory & CPO***

As we continue phased owner notification for the WRA-24 ODS Sensor Replacement recall, with owner notifications going out to affected 2020 Outback models, we have made some updates to the WRA-24 related processes and frequently asked questions. Some of the updates include:

- All Legacy and 2020 Outback models affected by the WRA-24 recall are currently in an “Open” status.
- Updates to the processes to handle each of the WRA-24 scenarios a retailer might encounter ([Question 9](#)).
- Updates to the process for [CPO](#) and [Used Vehicle Inventory](#) affected by the WRA-24 recall.

Additional updates have been highlighted throughout this document. Please review this document in its entirety and refer to this document as a consistent means of communicating with customers.

Frequently Asked Questions

1. Question: What is an Occupant Detection System (ODS)?

Answer: The Occupant Detection System determines the occupant's presence and status in the passenger seat to enable or disable the passenger side airbag from deployment in an accident.

2. Question: What is the reason for the recall?

Answer: Vehicles affected by this recall may be equipped with defective Occupant Detection System (ODS) sensors on the front passenger seat. If the defect exists, a short circuit of the ODS sensors may occur, causing the SRS airbag system warning lamp to illuminate. At the same time, the front passenger's airbag OFF indicator will also illuminate, indicating that the front passenger airbag may not deploy in certain crashes as designed, increasing the risk of injury to an occupant in the seat.

3. Question: Does this recall affect all 2020-2022 MY Legacy and Outback models?

Answer: No. Not all 2020-2022 MY Legacy and Outback models are affected by this recall. Coverage will be confirmed by using the Vehicle Inquiry function on [Subarunet.com](#). A total of 118,723 U.S vehicles have been affected by this recall. Vehicles not included in the recall are equipped with ODS sensors using a printed circuit board (PCB) that is not affected under this recall.

4. Question: What is the recall remedy?

Answer: Subaru retailers will replace all four of the ODS sensors on the front passenger seat with new ones and the necessary hardware at no cost to the customer.

5. Question: When will customer notifications begin?

Answer: Subaru previously notified all affected vehicle owners of this recall with an interim letter by first class mail on May 17, 2024, advising them they would be re-notified with a follow up letter to schedule an appointment once parts became available. Subaru is currently receiving a limited number of ODS sensors and hardware kits to remedy this recall. To maximize completions of the recall while preventing a potential stock-out situation, Subaru will re-notify affected vehicle owners in small, controlled phases as described below:

Mailing Date	Group
02/03/2025	All Legacy models
05/19/2025	All 2020 Outback models
Estimated Q1 2026	2021-2022 Outback models
Estimated Q2 2026	2021-2022 Outback models

We will update you on timing of owner notification letters for subsequent phases as inventory of the remedy parts continues to arrive.

6. Question: As the owner notification phases occur, how will a retailer know whether a WRA-24 recall can be performed on an affected vehicle?

Answer: As each owner notification for each phase is announced, the recall status for the vehicles included in the phase will change from “Open-Remedy not yet available” to “Open”. Retailers can perform the WRA-24 recall on any vehicle showing an “Open” status when running a VIN Inquiry on Subarunet.

NOTE: The phasing schedule plan is based on the number of vehicles in each phase and the expected parts inventory. To ensure we are able to efficiently phase this recall as planned, it is imperative that retailers do not perform the WRA-24 recall on any vehicle where the recall status is “Open- Remedy not yet available”.

If you encounter an affected vehicle in an “Open-Remedy not yet available” status and the customer is experiencing illumination of the SRS light, please refer to question 9, scenario 2 for additional information.

If the vehicle is used inventory or a Certified Pre-owned vehicle, please refer to the separate instructions titled [“Used Vehicle Inventory Process”](#) or [“Procedure to CPO vehicles affected by the WRA-24 recall”](#) in this announcement.

7. Question: What is the repair procedure for the WRA-24 recall?

Answer: For vehicles with an “Open” WRA-24 status, the recall repairs can be performed as outlined in the WRA-24 Recall Bulletin on STIS. The remedy repair will involve replacement of the 4 ODS sensors on the passenger side seat, as well as some hardware replacement. WRA-24 training videos will also be part of the required learning for technicians on STAR-U. Videos of the repair procedures are also embedded in the Recall Bulletin on STIS.

If you encounter an affected vehicle in an “Open- Remedy not yet available” status and the customer is not experiencing illumination of the SRS light, let the owner know that they will receive owner notification when parts are available to perform the remedy repair on their vehicle.

NOTE: The remedy repair should only be performed on affected vehicles with the WRA-24 in an “Open” status.

8. Question: What if a customer vehicle does not have a current failure (no SRS light illuminated), but the customer feels unsafe driving the vehicle?

Answer: *There is NO risk to the driver of the vehicle; this recall affects only the front passenger side air bag. Additionally, a safety risk to the front passenger exists only if the SRS light is illuminated.* Please reassure the customer that if the SRS light is not illuminated, then the ODS sensors are operating as designed and there is no need to take any action until Subaru notifies the customer that parts are available. **IMPORTANT NOTE:** Customers are eligible for alternate transportation only if the SRS light is illuminated.

If the ODS sensor failure occurs, the SRS light will illuminate. Please refer to question 9 for additional information.

9. Question: What if a customer vehicle experiences the ODS sensor failure (SRS light illuminates)?



Answer: If an ODS sensor failure occurs, the SRS light will illuminate. The customer should be instructed that if the SRS light illuminates, then any passenger in the front passenger seat should move to the rear seat, and they should avoid using the front passenger seat until the vehicle is inspected and repaired by the retailer.

There are a few different scenarios that the retailer can encounter. Please follow the instructions based on the relevant scenario:

Scenario 1: *WRA-24 vehicle in an “Open” status, regardless of SRS illumination (affected Legacy models and 2020 Outback models)*

Please refer to the WRA-24 Recall bulletin on STIS for the repair procedure to replace the ODS Sensor Kit and the related hardware kit. **The remedy repair should be performed on any vehicle with an “Open” status, regardless of whether the SRS light is illuminated.**

Scenario 2: *WRA-24 vehicle in an “Open Remedy not yet available” status that has the SRS light illuminated (affected 2021-2022 Outback models)*

Should a customer bring their vehicle in with the SRS light illuminated, and their WRA-24 recall status is “Open- Remedy not yet available”, the technician should first pull all DTCs.

If DTC B1788 is present, then the ODS sensor failure has occurred, and the retailer should order the appropriate seat bottom to resolve the concern. The retailer should order the appropriate seat bottom for the vehicle. It is no longer necessary to submit a QMR to obtain a seat bottom.

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If DTC B1788 is not present, then refer to the applicable service manual and perform diagnostics, noting all key steps and results. If the DTC diagnostic results leads to a seat bottom replacement, the retailer should order the appropriate seat bottom for the vehicle. It is no longer necessary to submit a QMR to obtain a seat bottom.

NOTE: A seat bottom should **ONLY** be used for 2021 and 2022 Outback models affected by the WRA-24 recall in an “Open-Remedy not yet available” status with the DTC B1788 or a related DTC where diagnostics lead to a seat bottom replacement as outlined above.

If the vehicle is part of the WRA-24 recall and the retailer replaces a seat bottom, then a Recall Claim (RC) must be submitted using the following labor operation:

Recall Code	Labor Operation	Description	Labor Hours
WRA24	A100-576	WRA-24 ODS SEATBOTTOM R&R	0.9

Claim data will be monitored and failure to follow this procedure could affect claim payment.

Please note, if you encounter an affected vehicle in an “Open- Remedy not yet available” status and the customer is not experiencing illumination of the SRS light, let the owner know that they will receive owner notification when parts are available to perform the remedy repair on their vehicle.

If the vehicle is used inventory or a Certified Pre-owned vehicle, please refer to the separate instructions titled [“Used Vehicle Inventory Process”](#) or [“Procedure to CPO vehicles affected by the WRA-24 recall”](#) in this announcement.

Scenario 3: Seat bottom is needed for a non-WRA-24 affected vehicle or an unrelated service issue

If the vehicle is not affected by the WRA-24 recall or has an unrelated service issue that requires a seat bottom, The retailer should order the appropriate seat bottom for the vehicle. It is no longer necessary to submit a QMR to obtain a seat bottom.

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Procedure to CPO vehicles affected by the WRA-24 recall

If you have a used vehicle that is affected by the WRA-24 recall and is in an “Open” status (all Legacy models and 2020 Outback models), please refer to the Recall bulletin on STIS and perform the remedy repair. The process outlined below relates only to used vehicles affected by the WRA-24 recall in an “Open- Remedy not yet available” status (affected 2021-2022 Outback models) that will be considered for CPO certification.

To determine CPO eligibility, the retailer must first run a Carfax on the vehicle to ensure the vehicle does not have a branded title, the vehicle has not been in a moderate to severe accident, and there is no evidence of airbag deployment. If the Carfax report shows evidence of any of these, the vehicle is not able to go through CPO certification and the retailer should refer to the Used Vehicle Inventory process outlined in this announcement.

If the Carfax report is clean, the retailer should then work through the 152-point Certified Pre-Owned Vehicle Inspection Checklist for the vehicle. The retailer should have an accompanying repair order for any work that is done on the vehicle to meet the CPO certification requirements.

If the retailer determines the vehicle is eligible for CPO certification, but has an open WRA-24 recall, the retailer should order the appropriate seat bottom for the vehicle. The seat bottoms below are no longer on hold and should ONLY be used for a CPO eligible vehicle with a WRA-24 recall in an “Open- Remedy not yet available” status (2021-2022 Outback models).

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Once the seat bottom is replaced, please submit a WRA-24 recall claim using labor operation 100576 WRA-ODS SEAT BOTTOM R&R for 0.9 hours, with a comment indicating this is a CPO unit.

Once the recall claim is approved, the status of the recall for the VIN will change to Completed. Timely claim entry is very important to keep the process of CPO certification moving forward. Retailers must wait 24 hours after the recall shows completed on the VIN before they can systematically begin certifying one of these vehicles via Subarunet.

If your vehicle is a CPO, do not proceed beyond this point, follow the submission instructions above.

Used Vehicle Inventory Process

If you have a used vehicle that is affected by the WRA-24 recall and is in an “Open” status (all Legacy models and 2020 Outback models), please refer to the Recall bulletin on STIS and perform the remedy repair.

For used vehicles affected by the WRA-24 recall in an “Open- Remedy not yet available” status that do not have an SRS light illuminated and do not qualify for the CPO program, a seat bottom can be ordered in scenarios where the retailer has a purchaser for the affected vehicle. The WRA-24 recall should be completed prior to selling the used vehicle. Once the seat bottom is replaced, please submit a WRA-24 recall claim using labor operation 100576 WRA-ODS SEAT BOTTOM R&R for 0.9 hours, with a comment indicating this is a used vehicle inventory vehicle.