



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: **October 25, 2024**
Re: **UPDATES: WRA-24 ODS Sensor Replacement Recall- CPO, Used Vehicle Inventory and QMR Procedure updates**

We are happy to announce that we are set to begin a process that would allow retailers to CPO vehicles affected by the WRA-24 recall. The information below outlines this procedure, as well as the related updates to the Used Vehicles Inventory process and QMR process to obtain a seat bottom when the SRS light is illuminated.

There are several moving pieces with the WRA-24 recall and we will continue to communicate recall related updates via Subarunet announcements. Please be sure to monitor Subarunet to ensure you have the most up to date WRA-24 recall information.

Procedure to CPO vehicle affected by WRA-24 recall

The process outlined in this section relates only to vehicles affected by an open WRA-24 recall that will be considered for CPO certification once the WRA-24 recall is performed. **The procedure for certified used inventory follows this section.**

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:

- Submit an order for the appropriate seat bottom for the vehicle. There are three seat bottom assembly part numbers, depending on model applicability, for the 2020-2022 MY Legacy and Outback models affected by this recall, and they are listed below. When placing the order, the last 8 characters of the VIN must be entered as the PO number.

64139AN00A CUSHION AY OCPANTRH

64139AN01B CUSHION AY OCPANTRH

64139AN02B CUSHION AY OCPANTRH

- Once the order is placed, the retailer must email the 152-point CPO Inspection Checklist, with Section A completed, and the accompanying Repair Order to the Parts Information Coordinators (PICs) at Picemail@subaru.com. The subject line of the email should include reference to the WRA-24 recall and include the related 8-digit order number for the appropriate seat bottom for the vehicle (Example: WRA-24 parts order # 12345678).

Upon receipt of the email, the PICs will review the information and reply to the retailer email advising that either the order was released or requesting additional information. If the order is released, the retailer should expect to receive the seat bottom within 2-3 business days. If there is a request for additional information, and there is no response from the retailer providing the requested information within 5 business days, the order will be cancelled.

Once the retailer receives the part, the WRA-24 recall can be performed on the vehicle and a recall claim should be entered using the following guidelines:

Recall Code	Labor Operation	Description	Labor Hours
WRA24	100576	WRA-24 ODS SEAT BOTTOM R&R	0.9

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. Any questions should be directed to the Parts Information Coordinators (PICs) through email Picemail@subaru.com or phone number 866-782-2782, option 2.

Used Vehicle Inventory Process

As it relates only to WRA-24, vehicles in your used car inventory with an open WRA-24 that do not qualify for the CPO program may be delivered to a purchaser if the following 2 conditions are met:

- 1. The vehicle *does not* have the SRS indicator illuminated**
- 2. The selling retailer discloses information about this safety recall to the purchaser using the Vehicle Disclosure Form-** It is imperative that the purchaser is made aware of the open safety recall on the vehicle and signs the Vehicle Disclosure Form, and initials that they received the WRA-24 Subaru Safety Recall Information as part of the sales process.

If the vehicle is in your used car inventory and has an SRS light illuminated, the vehicle should not be sold. Please proceed to the "procedure for obtaining a seat bottom when the SRS light is illuminated" process in this announcement below.

The Vehicle Disclosure Form and the WRA-24 Subaru Safety Recall Information sheet can be found on Subarunet in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.

If the above conditions are met, as part of the delivery process we ask the Retailer Sales Department to please do the following:

1. Fill out the Owner Contact and Vehicle Disclosure Form included with this notice if the purchaser agrees to purchase the vehicle in this condition. This form can be found on Subarunet in the Resources area on the left navigation menu or in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.
2. Print and provide a copy of the Safety Recall Information sheet, also included with this notice. There is an area on the disclosure form the customer will need to initial to acknowledge receipt of the Safety Recall Information sheet. The Safety Recall Information sheet can be found on Subarunet in the Resources area on the left navigation menu or in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.

3. When remedy parts become available, we ask that the retailer contact the owner to schedule an appointment to complete the WRA-24 recall.
4. Please encourage the purchaser to update their ownership information by visiting Customer Support in the Connect with Us area on Subaru.com.

If a 2020-2022 Legacy or Outback model affected by the WRA-24 recall does not meet the CPO certification process, the retailer can sell the vehicle as Used Vehicle Inventory using the disclosure letter process that was outlined in the SubaruNet announcement.

Procedure for obtaining a seat bottom when the SRS indicator is illuminated

The QMR process to obtain a seat bottom for a vehicle affected by the WRA-24 recall with the ODS light illuminated remains unchanged. Please adhere to the process below for all WRA-24 affected vehicles when the SRS light is illuminated:

1. If technician diagnosis results in the seat bottom requiring replacement, a QMR must be submitted. The QMR should be coded using WRA as the failure code. If the vehicle is affected by the WRA-24 Recall, the SSM file data **must** be attached to the QMR **in .SEPF format with the VIN written to the data.**

If the vehicle is not affected by the WRA-24 recall, a QMR is still required to obtain the seat bottom. The QMR should be coded using WRA as the failure code and all Service Manual diagnostics steps/results as well as the SSM data, if there was a DTC, **must** be attached to the QMR **in .SEPF format with the VIN written to the data.**

All QMR submissions should have the customer's Concern, Cause, and Correction filled out with detail and contain the technician's observations, diagnostics, and recommendation. DTCS other than B1788 will require completed trouble tree results. Squeaks and rattles should have video documentation and physical damage will require pictures. Secondary component failures such as power seat motors or seat position sensor failure will require completed diagnostics uploaded to the QMR.

2. The QMR and required attachments will be reviewed by SOA and, if approved, a parts order for the appropriate seat bottom will be placed by the PICs for your dealership. Orders will only be placed if a QMR is submitted with the required attachments and SOA is able to confirm the diagnosis of a defect requiring replacement of the seat bottom.
3. Once the seat bottom is received and the vehicle has been repaired, if the vehicle is part of the WRA-24 recall, a Recall Claim (RC) must be submitted using the following information:

Recall Code	Labor Operation	Description	Labor Hours
WRA24	100576	WRA-24 ODS SEAT BOTTOM R&R	0.9

If the seat bottom was replaced in a vehicle that is **not** affected by the WRA-24 recall, please refer to the Labor Time Guide for applicable coverage and claim coding.

4. Please direct any inquiries as follows:

- If you have questions regarding the status of your QMR, please refer to the QMR itself, specifically the status on the QMR.
 - If the QMR is in a “Pending Review” status, it has been received but has not been reviewed yet. The status will be updated once the QMR has been reviewed.
 - If the status of the QMR is “No Action Needed” either the PICs have placed an order for the seat bottom (which can be viewed in RPM), or you will be notified via phone or email of information that was missing from the QMR.
- Additional inquiries should be directed to the Subaru Claims Helpline at: 866-782-2782, option 2.