

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: May 13, 2024**

### **UPDATE Safety Recall: WRA-24 ODS Sensor Replacement**

#### **Owner Notification**

Subaru will notify affected vehicle owners with an interim letter by first class mail on May 17, 2024 advising them of this recall and that parts are not yet available. A copy of the interim owner notification letter is included at the end of this message.

Owners will be re-notified when remedy parts become available, and retailers will be advised of that notification schedule.

#### ***Background***

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2020-2022 model year Legacy and Outback vehicles to replace all (four) of the Occupant Detection System (ODS) sensors on the front passenger seat.

#### ***Description of the Defect and Safety Risk***

The affected vehicles may be equipped with defective ODS sensors on the front passenger seat, which over time may result in a short circuit. If the short circuit occurs, the SRS airbag system warning lamp will illuminate, the front passenger's frontal airbag OFF indicator will illuminate, and the front passenger airbag may not deploy in certain crashes as designed, increasing the risk of injury to an occupant in the seat.

#### ***Remedy***

Subaru is in the process of obtaining parts for this repair, however, it will take several months for supply to begin. Once parts are available, for all potentially affected vehicles, Subaru retailers will replace all (four) of the ODS sensors on the front passenger seat with new ones at no cost to the customer.

#### ***Affected Vehicles***

A total of 118,723 U.S. vehicles will be affected by this recall, as listed below. Not all vehicles in the production range listed below are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com) prior to repair.

Model Year	Carline	Production Date Range	Vehicle Count
2020-2022	Outback	June 16, 2020 – July 13, 2021	103,114
2020-2022	Legacy	June 16, 2020 – July 12, 2021	15,609

The affected VIN information will be available on [subarunet](http://subarunet.com) later this week. Subaru is in the process of obtaining remedy parts for this repair; however, it will take several months for supply to begin. Therefore, the WRA24 recall coverage status for the affected VINs will be 'Open-Remedy not yet available' until the remedy parts are available. Retailers will be advised as the parts supply situation progresses.

## ***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 \$27,168 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, once the parts become available.

Until the recall remedy parts are available, this recall cannot be performed. If an affected vehicle is in for service without a confirmed ODS sensor failure, please inform the owner that their vehicle is affected by this recall and that remedy parts are not yet available.

If an affected vehicle is in for service with a confirmed ODS sensor failure, there is a limited supply of seat bottom assemblies which include the ODS sensors to remedy the condition. Please refer to the interim diagnosis procedures and special claim instructions included in the ***Service, Parts, and Claim Instructions*** section of this announcement.

### ***Service, Parts, and Claim Instructions***

As previously stated above, remedy parts are not yet available. Detailed service, parts, and claim information will be forthcoming and will be available on STIS when parts are available. However, if an affected vehicle is in for service with a confirmed ODS sensor failure, there is a limited supply of seat bottom assemblies which include the ODS sensors, to remedy that failure.

### ***Special part ordering and claim entry process for seat bottom replacement***

Should a customer bring their vehicle in with the SRS light illuminated, the technician should first pull all DTCs. If DTC B1788 is present, the replacement of the seat bottom is required. If DTC B1788 is not present, refer to the applicable service manual and perform diagnostics, noting all key steps and results.

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:

64139AN00A CUSHION AY OCPANTRH

64139AN01B CUSHION AY OCPANTRH

64139AN02B CUSHION AY OCPANTRH

To ensure adequate inventory of these parts is available for customers that are experiencing an ODS sensor failure, these part numbers are restricted from retailer ordering. Therefore, the following process must be followed in order to obtain one of these parts:

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 data ***must*** be attached to the QMR.

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.

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	A100-576	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 regarding this process or the status of QMR documentation to the **Subaru Claims Helpline at: 866-782-2782, option 2.**

## **SAMPLE INTERIM OWNER NOTIFICATION LETTER**

**Dear Subaru Owner:**

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2020-2022 model year Legacy and Outback vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

### **DESCRIPTION OF THE DEFECT AND SAFETY RISK**

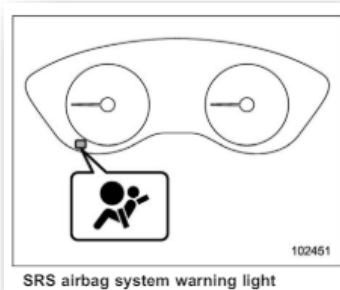
Your vehicle may be equipped with defective Occupant Detection System (ODS) sensors on the front passenger seat, which may result in an internal short circuit. If this happens, the supplemental restraint system (SRS) warning light will illuminate and the front passenger airbag may deactivate even though the seat is occupied, increasing the risk of injury to the front passenger in the event of a crash.

### **WHAT SUBARU WILL DO**

Subaru is in the process of acquiring the parts to perform this repair. At this time, Subaru is prioritizing the repair of vehicles which have an illuminated supplemental restraint system (SRS) airbag system warning light in the instrument panel due to a limited supply of parts. Sufficient parts to begin repairs for all affected vehicles are estimated to be available in the second quarter of 2025, at which time Subaru will send you a follow up letter and will replace the ODS sensors in your vehicle at no cost to you. The timing is subject to change based on actual parts availability.

### **WHAT YOU SHOULD DO**

If the supplemental restraint system (SRS) airbag system warning light is illuminated in your instrument panel, your vehicle may be experiencing symptoms related to this safety recall. Please contact your authorized Subaru retailer for further diagnosis and refrain from allowing passengers in the front passenger seat until the diagnosis is complete.



If the SRS airbag system warning light is not illuminated, once you receive a follow up letter from Subaru notifying you that replacement parts are available, please contact any authorized Subaru retailer to make an appointment to repair your vehicle.

### **OWNER INFORMATION**

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

**IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

**Subaru of America, Inc.  
Customer Advocacy Department, Attention: WRA-24 Recall  
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wra24.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Customer Support"
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail:  
Subaru of America, Inc.  
Attn: Customer Advocacy Department  
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment upon notification that replacement parts are available.

Sincerely,  
Subaru of America, Inc.