

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: November 9, 2020

UPDATED - New STOP SALE/Safety Recall: WRG-20 Continental Tire Recall 20T-018

Please be advised that Continental Tire the Americas, LLC (CTA) has issued a safety recall for multiple tire lines, within the filing of NHTSA safety recall ID 20T-018. CTA's recall includes 11,728 potentially defective tires sold as original equipment (OE) tires and replacement tires, for various vehicle makes and models.

One of the tire lines included in CTA's recall, the **Continental ProContact™ TX P205/55R16 89V** tire, was an OE tire for Subaru installed on certain 2020 MY Impreza vehicles equipped with 16-inch wheels. Please note, CTA notified Subaru that only one (1) tire with this condition may have been supplied to Subaru, but the recall includes 5,590 20MY Impreza vehicles based on traceability of tire production week and mold number, to ensure that the potentially defective tire is captured.

While tire-related warranty coverage is the tire manufacturer's responsibility, CTA does not have access to Subaru vehicle owner data for recall notification purposes. Therefore, Subaru will assist CTA in conducting this tire recall for certain 2020 MY Impreza vehicles which may contain a defective OE tire(s).

For claim reimbursement purposes, Subaru's recall code for CTA's tire recall will be WRG-20.

Affected Vehicles

A total of 5,950 U.S. 2020 MY Impreza vehicles will be included in the CTA recall:

Model Year	Carline	Vehicle Production Dates*	Tire Production Dates*	Tire line	Tire identification marks
2020	Impreza	6/30/2020 - 8/24/2020	6/14/2020 - 6/20/2020	Continental ProContact™ TX P205/55R16 89V	<u>The combination of:</u> DOT code 2420 + mold number 416290 (refer to bulletin for location detail)

**** Not all vehicles in the vehicle production date range listed above are included in CTA's tire recall, and not all of the tires within the tire production date range listed above are defective.***

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

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 \$21,000 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.

Reason for this Recall

The affected tires were cured for a time beyond the manufacturing specification. An over-cured tire may result in a carcass break in the sidewall with sudden air loss or could develop a belt edge separation which could lead to a partial or full tread/belt loss. These conditions could increase the risk of a crash.

Remedy Repair

For all potentially affected vehicles, Subaru retailers will inspect all four tires for the tire identification marks described above and in the Production Campaign Bulletin and replace any affected tire(s) as necessary.

Service, Parts, and Claim Instructions

Please refer to the WRG-20 Product Campaign Bulletin, which will be available later today on STIS, for details.

Retailer Responsibility

Please be sure to download a copy of your complete inventory report from the Vehicle Inventory Dashboard available on subarunet.com to identify any vehicles with open recalls that may be in your retail, CPO, and SSLP inventory.

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 (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this safety recall is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Owner Notification

Owner notification letters will be sent by first class mail later this month.

WRG-20 SERVICE PROCEDURE

This procedure requires inspection of the DOT Serial Number AND Mold Number of ALL four (4) tires on an affected vehicle. These numbers are located on the sidewall of the tire near the bead area where the tire and wheel meet.

The tires affected by WRG-20 are **Continental P205/55 R16 89V ProContact TX**, size **P205/55 R16 89V ONLY**.

STEP 1: Perform a Vehicle Inquiry on Subarunet to confirm WRG-20 applicability. If there is an OPEN WRG-20 recall, proceed to **STEP 2**, otherwise this bulletin does not apply.

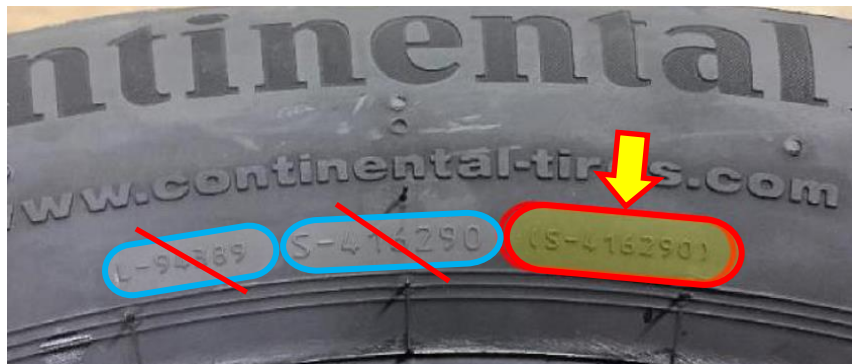
STEP 2: Visually inspect each tire and record the DOT Serial Number AND Mold Number of All four (4) Tires on the Repair Order.

Tires made for use in the United States are required to have the **DOT Serial Number** with production week and year on **ONE** sidewall of the tire near the wheel. The photo below shows **2420** meaning the tire was manufactured during the 24th week of 2020.

- The **DOT Serial Number** for tires affected by WRG-20 is **2420**. If the DOT Serial Number is not found, check the opposite side of the tire as they are only found on **ONE** sidewall.



- The **Mold Number** for tires affected by WRG-20 is **S-416290**. Mold Numbers are on **BOTH** sidewalls.



VERY IMPORTANT: When performing these inspections, **BOTH** the DOT Serial Number and the Mold Number (circled in **RED, Highlighted and In Parentheses**) must match those provided above. If only one of the 2 numbers match, the tire(s) is not affected.

IMPORTANT NOTE: There may be additional numbers next to the Mold Number (circled in **BLUE** above) which may be similar or the same as the Mold Number. **IGNORE** these additional numbers.

STEP 3: Inspection Outcomes:

1. All four (4) tires pass inspection with no repair necessary. Document the DOT Serial and Mold Numbers for each of the 4 tires **inspected**, as this information is REQUIRED to submit a recall claim. Proceed to the **Claim Reimbursement and Entry Procedures** section **OR**:
2. If any (1 or more) of the tires are identified as having **BOTH** the specific DOT Serial and Mold Numbers supplied in the **STEP 2: Inspection** section, proceed to **STEP 4** below. **Document the DOT Serial and Mold Numbers for each of the 4 tires inspected, as this information is REQUIRED to submit a recall claim.**

STEP 4 : What to Do When an Affected Tire(s) Is Identified:

CRITICAL: How to repair will be based on if the vehicle involved is either **CUSTOMER-OWNED** (customer has physically taken delivery of the vehicle at some point in the past) or a **NEW, IN-STOCK or SSLP** vehicle.

- When the inspection is performed on a **NEW, IN-STOCK or SSLP** vehicle, if any 1 or more of the tires are found to have the specific DOT Serial and Mold Numbers shown above, replace **ONLY** the affected tire(s).
- If the inspection is performed on an applicable **CUSTOMER-OWNED** vehicle and any of the tires are found to have the specific DOT and Mold Numbers shown above, **ALL FOUR (4) tires MUST be replaced.**

When tire replacement is required, follow the Service Procedures supplied in the applicable Service Manual.

NOTE: Use a tire crayon or equivalent marker to circle the affected DOT Serial and Mold numbers for easy identification of all affected tires. All removed tires must be tagged with a completed Subaru Warranty Parts Tag MSA5W1901A. Instruction for processing and return of any affected (removed) tires is provided in **STEP 5** below.

Helpful TIPS:

- As long as any wheels removed from the vehicle are put back on the same vehicle, Tire Pressure Monitor System (TPMS) re-registration is NOT REQUIRED after tire replacement. The only exception to this is if a TPMS sensor requires replacement. In that case, follow the TPMS registration procedure supplied in the applicable Service Manual. This also reduce post-repair drive time as tire pressure readings in the MID Combination Meter Display will not need to relearn, only adjust.
- In the case of any tire replacement, road testing when the repair is complete is required to confirm a sound repair before returning the vehicle to the customer.

STEP 5: Affected Tire Return Procedures:

ALL tires identified as having **BOTH** the specific DOT Serial and Mold Numbers supplied in the **STEP 2: IDENTIFICATION** section must be returned to Continental per the process outlined below:

Subaru Retailers returning tires subject to this recall program are to ship these tires separately from their normal Warranty returns. Attach a copy of the CTA Limited Warranty Claim Form (2469V) to each tire. The CTA Limited Warranty Claim Form (2469V) can be obtained by calling: **1-888-799-2168**. **"RECALL" MUST** be indicated in the Reason for Removal field.

Subaru Retailers in Alaska or Hawaii should call: 1-888-799-2168 regarding tire returns.

- **When returning seven (7) or more tires:** Ship via **YRC**, "Freight Collect" call: **(800) 357-9199** (USA only) to schedule a pickup, reference code **"RECALL"**.

On the Bill of Lading indicate shipment terms of “Freight Collect”. CTA will be billed for the freight charges. Always remember to verify the tire count before signing the Bill of Lading. Stipulate on the Bill of Lading “scrap rubber tires – freight class 60”, and “actual value not exceeding \$1.00 per pound”.

- **When returning six or less tires:** Ship via UPS. Call **1-888-799-2168** and request a pre-paid shipping label.
- Ship tires to:

Continental Tire the Americas, LLC.
854 Paragon Way
Ref. Code RECALL
Rock Hill, SC 29730

VERY IMPORTANT: NO TIRES should be returned which have not been identified as having **BOTH** the specified DOT Serial and Mold Numbers supplied in this document.

Claim Reimbursement and Entry Procedures:

ALL WRG20 recall claims will require the DOT and mold numbers from all 4 tires existing on the vehicle when it came into the retailer. See above sections for DOT and mold number locations. Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
WRG-20 INSPECTION ONLY (ALL 4 TIRES) ¹	A113-158	0.2	WRG-20
WRG-20 INSPECTION (ALL 4 TIRES) AND REPLACE 1 TIRE ^{1,2}	A113-151	0.6	
WRG-20 INSPECTION (ALL 4 TIRES) AND REPLACE 2 TIRES ^{1,2}	A113-152	0.9	
WRG-20 INSPECTION (ALL 4 TIRES) AND REPLACE 3 TIRES ^{1,2}	A113-153	1.2	
WRG-20 INSPECTION (ALL 4 TIRES) AND REPLACE 4 TIRES ^{1,2}	A113-154	1.5	

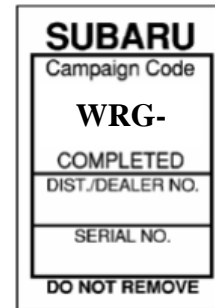
¹ Enter the 4-digit DOT Serial followed by the 7-character Mold Numbers for all four inspected tires (original tires on the vehicle when it came into retailer) in the four Claim Specific Data fields on the claim (Left Front Tire Number, Right Front Tire Number, Left Rear Tire Number, Right Rear Tire Number). Do not enter any spaces or dashes.

The screenshot shows the 'Claim' entry interface. At the top, there are buttons for 'Calculate', 'Submit', 'Approve', 'Modify', 'Cancel Entry', and 'Done'. Below these are various input fields for claim details, including Job, Claim Type, Repair Code, Technician Name, Claim Owner, ID, Coverage Id, Agreement #, Status, Claim Amount, RO Auth Id, and checkboxes for 'Appealed', 'Report Exclusion', 'Late Entry', and 'Resulting Damage'. A red arrow points to the 'Claim Specific Data' tab in the navigation bar. Below the navigation bar is a 'Detail' section with a table:

Type	Value
Left Front Tire Number	22205123456
Right Front Tire Number	25205739845
Left Rear Tire Number	21205092659
Right Rear Tire Number	25205629406

² Use part number **SOA635325** to claim for the 205/55 16.0 PROCONTACT TX CONTINENTAL tire.
Service Program Identification Label:

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.