

**Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: February 3, 2021**

**Subject: WRK20 – Ascent A/C Pipe Replacement Service Program**

***Owner Notification***  
Owner notification letters will be mailed on February 8, 2021.

Subaru of America, Inc. (Subaru) is initiating a service program recall to replace the air conditioning pipe in certain 2019 model year Ascent vehicles.

**REASON FOR THIS SERVICE PROGRAM**

The sealing surface of the air conditioning pipe in the affected vehicles may be too rough, which may allow refrigerant to leak out. If this condition exists, the air conditioning system may not provide sufficient cooling.

***Affected Vehicles***

The number of U.S. vehicles included in this voluntary emissions recall is 11,257.

Not all vehicles listed below are included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Model Year	Carline	Production date range
2019	Ascent	January 4, 2019 – March 8, 2019

***Description of the Repair***

Subaru retailers will replace the air conditioning pipe in the affected vehicles at no charge to the customers.

***Retailer Responsibility***

Any vehicles listed in any recall or 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 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 service campaign 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.

***Service and Claim Instructions***

Please refer to the WRK-20 Service Program Bulletin on STIS for detailed information.