

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: September 23, 2021

UPDATE: WRG-21 Fuel Pump Impeller Failure Safety Recall – Owner Notification

Owner Notification

Subaru will notify all affected vehicle owners by first class mail on Monday, September 27, 2021.

Interim Notification – 2020 MY turbo Legacy and Outback vehicles

Subaru is in the process of acquiring parts for the affected 2020 model year turbo Legacy and Outback vehicles, and expects sufficient inventory to be available at all RDCs within the next few weeks.

Therefore, an interim notification letter will be mailed to the affected 2020 MY turbo Legacy and Outback owners. The total number of customers that will receive this interim notification is 2,798. Once sufficient parts inventory is available for this application, the affected owners will be notified again by first class mail to schedule an appointment to have this recall repair completed.

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2019-2020 model year Ascent, 2018-2019 model year BRZ, 2018 model year Forester (turbo), 2018-2020 model year Impreza, 2018-2020 model year Legacy, 2018-2020 model year Outback, and 2018-2019 model year WRX vehicles in which the fuel pump may become inoperative.

Affected Vehicles

A total of 172,308 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range	Affected vehicle count
2019-2020	Ascent	January 14, 2019 – May 20, 2019	22,831
2018-2019	BRZ	April 6, 2018 – November 6, 2018	2,409
2018	Forester (turbo)	April 20, 2018 – August 7, 2018	2,010
2018-2020	Impreza	May 3, 2018 – May 31, 2019	28,105
2018-2020	Legacy	June 25, 2018 – October 18, 2019	17,487
2018-2020	Outback	June 25, 2018 – October 18, 2019	88,860
2018-2019	WRX	April 20, 2018 – November 1, 2018	10,606

Not all vehicles in the production ranges listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

In addition to the Vehicle Coverage Inquiry lookup function by VIN, retailers may view and download their affected VIN list from subarunet.com/Recalls & Campaigns/Recall Affected VIN List.

Description of the Defect and Safety Risk

The affected vehicles may be equipped with a low pressure fuel pump produced during a specific timeframe that may include an impeller which has been manufactured with a lower density. Under certain conditions, the lower density fuel pump impeller may deform and interfere with the body of the fuel pump, potentially causing the low pressure fuel pump to become inoperative.

If the low pressure fuel pump becomes inoperative, the check engine warning light or malfunction indicator light may illuminate, and/or the engine may run rough. In the worst case, an inoperative fuel pump may result in the engine stalling without the ability to restart the vehicle, increasing the risk of a crash.

Service, Parts, and Claim Instructions

Remedy parts must be ordered through PRIME. Please refer to 'Recalls & Campaigns/PRIME Max Quantities' on subarunet for the orderable quantities. For detailed service, parts, and claim information, please refer to the WRG-21 Product Campaign Bulletin which is now available on STIS.

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 \$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.

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 remedy kits specific to this recall are available, retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.