

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 7, 2022

UPDATE Subaru Safety & Emissions Recall: WRK-21 – CVT Chain Guide Breakage

UPDATE

Interim Owner Notification

Subaru is in the process of acquiring the special service tools and reprogramming (PAK) files required for this recall repair, and expects to have a sufficient supply available in May. Therefore, an interim owner notification letter will be sent by first class mail to all affected owners, on February 7, 2022.

Once the special service tools and reprogramming (PAK) files are available to support this recall, the affected owners will be notified again by first class mail to schedule an appointment to have this recall repair completed.

Note: This recall replaces Subaru’s previous WUV-07 recall issued in January 2020 for certain 2019 model year Ascent vehicles. Vehicles affected by the previous recall must return to complete the WRK-21 recall repair, even if the previous recall repair was completed. Once the WRK-21 tools and PAK files are available, any open WUV-07 coverage will be expired. WUV-07 repairs must continue until the WRK-21 recall repair is available.

Subaru of America, Inc. (Subaru) is initiating a new safety and emissions Recall for certain 2019 - 2020 model year Ascent vehicles, 2020 model year turbo Legacy vehicles, and 2020 model year turbo Outback vehicles in which the Continuously Variable Transmission (CVT) chain may slip and/or break.

Affected Vehicles

The number of U.S. vehicles included in this recall is 198,255.

Model Year	Carline	Production date range
2019-2020	Ascent	February 22, 2018 - July 20, 2020
2020	Legacy (turbo models)	July 15, 2019 – August 13, 2020
2020	Outback (turbo models)	July 15, 2019 – August 13, 2020

Not all vehicles in the production date ranges listed above may be included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com, which is available.

The status of WRK-21 will display as “Open – Remedy Not Yet Available” until the special service tools and reprogramming (PAK) files are available to support this recall.

Description of the Defect and Safety Risk

Due to a programming error in the transmission control unit (TCU), the drive chain may slip, resulting in breakage of the chain guide. If the drive chain guide breaks, resulting fragments could inhibit the shift

select mechanism. If the vehicle continues operation with the drive chain slipping, over time the drive chain could break.

If the drive chain breaks while the vehicle is in motion, the vehicle may experience a loss of motive power, increasing the risk of a crash.

Description of the Remedy

Once the special service tools and reprogramming (PAK) files are available, Subaru retailers will reprogram the TCU. The historical TCU data will be analyzed for chain slip characteristics and the chain guide will be visually inspected. If the vehicle is confirmed to have experienced drive chain slip or if the chain guide is damaged, the transmission assembly will be replaced. All remedy repairs necessary will be completed at no cost to the customer.

Service, Parts, and Claim Instructions

Once the special service tools and reprogramming (PAK) files are available, additional information will be released and the WRK-21 Product Campaign Bulletin will be published on STIS with detailed service and claim instructions.

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 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 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.