

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: June 20, 2022**

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

**Please refer to the highlighted updates in the following sections of this announcement:**

- ***Affected Vehicles***
- ***Service, Parts, and Claim Instructions***
- ***Owner Notification***

#### ***Background***

Subaru of America, Inc. (Subaru) is initiating this 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.

#### ***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.

#### ***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.

On July 5th, the VIN status for WRK-21 will display as “Open – Limited Parts Available” to allow repairs to begin prior to owner notification.

**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.

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

On July 5th, the special service tools and reprogramming (PAK) files will be available, and the WRK-21 Product Campaign Bulletin will be published on STIS with detailed service and claim instructions.

#### **Special tools to complete this recall will be shipped to each retailer at no charge:**

A new tool kit, consisting of an OTC part number 16-3880X Video Scope and a special holder (guide) used to align the scope's camera portion, will be required to support this recall. This tool kit will be shipped directly to each Subaru retailer as part of their normal stock order beginning on June 20, 2022. Each retailer will be supplied with one of these tool kits at no charge.

Please store the tool kit securely and refrain from using it until the WRK-21 Product Campaign Bulletin is released to STIS on Monday, June 27th. Once the bulletin is released, please be sure that your technicians familiarize themselves with the entire work procedure prior to performing any repairs. In the meantime, it is strongly recommended that the technicians read the detailed instruction manual included in the kit completely to become familiar with operation of the tool. Proper usage of this equipment is important to avoid scope damage.

<u>Tool Number</u>	<u>Description</u>
SOA635170	OTC 16-3880X Video Scope Kit

Images of the tool kit contents and holder are shown below. Direct additional inquiries to Subaru Service Operations at: [serviceoperations@subaru.com](mailto:serviceoperations@subaru.com).



#### **CVTF-LV fluid will be shipped to each retailer to support any necessary CVT replacements:**

Beginning on June 20, 2022, SOA Parts will enter special orders into the system for each retailer to automatically receive two 5-gallon pails of the Genuine Subaru Certified CVTF-LV fluid (part number SOA748V0300) in preparation for this recall. This will be enough fluid to cover six transmission replacements (three transmission replacements per 5-gallon pail), if necessary.

For any new orders for CVTF-LV fluid, retailers will still be required to call the Parts Information Coordinators (PICs) to have the fluid released. Please have the VIN number(s) of the affected vehicles available when calling.

For any questions or concerns regarding this, please contact the Parts Information Coordinators (PICs) at 1-866-782-2782, prompt #1, or your DPSM.

### **Owner Notification**

Interim owner notification letters were sent by first class mail on February 7, 2022 announcing this recall as required by federal law, as Subaru needed to acquire the special tools, parts, and reprogramming (PAK) files required for this recall.

Affected vehicle owners will be notified that the remedy is available by first class mail, in phases beginning in August and throughout a two month period.

### **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.