

Subarunet Announcement

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

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

All remaining owner notification letters will be mailed on September 30. The WRK21 recall status of those VINs will be changed to 'Open' on October 3, to allow online scheduling and trigger the usual push notifications (MySubaru, in-vehicle, Care Connect communications and newsletter inclusion).

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.

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. Any open WUV-07 coverage has been expired.

The VIN status for WRK-21 will display as "Open – Limited Parts Available" to allow repairs to begin prior to owner notification. As the owner notification letters are released in phases, the status will be updated to "Open" at a VIN-level basis.

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:

- The first phase will be mailed on August 19, to approximately 77,000 owners of affected 2019 model year Ascent vehicles which were previously affected by the WUV07 recall. The WRK21 VIN status of these vehicles will be changed to 'Open' on August 22, to allow online scheduling and trigger the usual push notifications (MySubaru, in-vehicle, Care Connect communications and newsletter inclusion).
- The final phase will be mailed on September 30, to all remaining owners of vehicles affected by this recall. The WRK21 VIN status will be changed to 'Open' on October 3, to allow online scheduling and trigger the usual push notifications (MySubaru, in-vehicle, Care Connect communications and newsletter inclusion).

Service, Parts, and Claim Instructions

Please refer to the WRK-21 Product Campaign Bulletin on STIS for 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 \$22,423 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.