

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: October 7, 2022

UPDATE Safety Recall: WRG-22 Impreza Headlamp Non-Compliance

Owner Notification

Subaru will notify affected vehicle owners of this recall with an interim letter by first class mail on Tuesday, October 11, 2022. Once parts are available to support this recall, owners will be re-notified and advised to schedule an appointment for this repair. Retailers will be advised when these notifications are scheduled. A copy of the interim owner notification letter is included at the end of this message.

Background

Subaru of America, Inc. (Subaru) has initiated a new safety recall for certain 2017-2019 model year Impreza vehicles, which may contain non-compliant headlamp assemblies.

Description of the Defect and Safety Risk

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108 – Lamps, Reflective Devices, and Associated Equipment.

At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

Remedy

For all affected vehicles, Subaru dealers will replace the left-hand and right-hand front headlamp assemblies at no cost to the customer.

Affected Vehicles

A total of 188,397 U.S. Impreza vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2017-2019	Impreza	September 6, 2016 – July 25, 2019

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. The VINs will be available tomorrow, and the status will display as “Open – Remedy Not Yet Available” until parts are available to support this recall.

Service, Parts, and Claim Instructions

Subaru is in the process of acquiring parts to support this recall. The WRG-22 Product Campaign Bulletin will be available on STIS when parts are available.

Retailer Responsibility

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 parts 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.

SAMPLE INTERIM OWNER NOTIFICATION LETTER

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that certain 2017-2019 model year Impreza vehicles equipped with halogen headlamp assemblies fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108, 'Lamps, Reflective Devices, and Associated Equipment.' As a result, Subaru is conducting a recall.

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108.

At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

WHAT SUBARU WILL DO

Parts to repair your vehicle are not currently available. Once parts are available, Subaru will send a follow up letter, and will replace both front headlamp assemblies at no cost to you.

WHAT YOU SHOULD DO

We appreciate your patience as we acquire the parts for this recall. Once you receive the follow up letter stating that parts are available, please contact your Subaru retailer (dealer) to schedule an appointment for this repair. You may also check the current status of this recall at <https://www.nhtsa.gov/recalls>, and enter your 17-digit VIN shown at the top of this letter.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

Subaru of America, Inc.
Customer Advocacy Department, Attention: WRG-22 Recall
P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrg22.service-campaign.com>. You may also check the status of this recall on our website at <https://www.subaru.com/recalls>, by entering your 17-digit VIN listed in this letter.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select 'Customer Support'
- By telephone: 1-844-373-6614, Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail:

Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment once you are notified that parts are available.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION