

**Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: November 10, 2022**

**UPDATE** Safety Recall: **WRH-22 Clearcoat Adhesion Recall**

***Owner Notification***

Subaru will notify affected vehicle owners by first class mail on Friday, November 11, 2022. A sample copy of the owner notification letter is included at the end of this announcement.

***Recall Procedures***

Subaru has contacted the selling retailers of the 41 affected vehicles to prepare for the vehicle replacement or repurchase process, and a representative from the SOA Customer Advocacy Department (CAD) has been attempting to contact each affected vehicle owner by phone.

If one of the affected vehicles is presented for service prior to a successful phone contact from SOA CAD, please explain this recall situation to the customer, request their permission to hold the affected vehicle at your retailer, and provide them with a free loaner or rental vehicle until the replacement or repurchase process can be completed. If an affected vehicle is being held, the holding retailer should contact the SOA CAD representative handling this matter directly at **1-856-488-3962**, or via email at **wrh22contacts@subaru.com** for assistance.

***Background***

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2022 model year Impreza and Outback vehicles, which may not fully meet requirements set forth in FMVSS No. 212 – Standard for Windshield Mounting.

***Description of the Defect and Safety Risk***

The vehicles affected by this recall were produced with a batch of incorrect body clearcoat finish, which may not achieve the proper hardness. This condition could potentially cause inadequate front windshield adhesion to the vehicle body structure in the event of a crash, increasing the risk of injury to the vehicle occupant(s).

***Remedy***

Subaru will replace or repurchase the vehicle at no cost to the owner.

***Affected Vehicles***

A total of 41 U.S. vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range	Vehicle count
2022	Impreza	July 18, 2022 – July 19, 2022	14
2022	Outback	July 18, 2022 – July 19, 2022	27

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](http://subarunet.com).

### ***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/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

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 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 2022 model year Impreza and Outback vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 212, 'Standard for Windshield Mounting.' As a result, Subaru is conducting a safety recall.

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

### **DESCRIPTION OF THE DEFECT AND SAFETY RISK**

The vehicles affected by this recall were produced with a batch of incorrect body clearcoat finish, which may not achieve the proper hardness. This condition could potentially cause inadequate front windshield adhesion to the vehicle body structure in the event of a crash, increasing the risk of injury to the vehicle occupant(s).

### **WHAT SUBARU WILL DO**

Subaru will replace your vehicle with a comparable new one, or repurchase your vehicle, at no cost to you. Subaru will also be responsible for paying any taxes, registration, or any other fees that may result from this transaction.

A representative from Subaru will attempt to contact you by phone to help arrange this process for you. You will be provided with a free loaner or rental vehicle until the transaction is complete.

### **WHAT YOU SHOULD DO**

If you have not already discussed the replacement or repurchase arrangements for your vehicle with a representative from Subaru, or if you have sold your vehicle, please contact the Subaru representative handling this matter directly at **1-856-488-3962**.

### **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 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: WRH-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:**

Please contact us immediately if you have not already discussed the replacement or repurchase arrangements for your vehicle with a representative from Subaru.

If you need additional assistance, please contact us directly:

- By telephone: 1-856-488-3962 (direct)
  
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer Advocacy Department – WRH22 Safety Recall  
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>.

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 Subaru has failed or is unable to remedy this defect 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 contact us as soon as possible.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*

