

## **Subarunet Announcement**

**To: All Subaru Retailers**

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

**Date: December 9, 2022**

### **New Safety Recall: WRL-22 PTC Heater Ground Bolt**

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2019-2022 model year Ascent vehicles.

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

The ground bolt that secures the ground terminal of the Positive Temperature Coefficient (PTC) heater may have been improperly fastened during vehicle production. This potential condition may result in the melting of the ground terminal and surrounding components when the PTC heater is in operation, increasing the risk of a fire.

#### ***Remedy***

For all potentially affected vehicles, Subaru retailers will replace the PTC heater ground bolts and, if necessary, replace the ground wire and connector holder at no cost to the customer.

- As a precautionary measure, it is highly recommended that owners park their vehicle away from any garage, car port or other structure until this repair is completed.
- Additionally, owners should never leave the vehicle unattended while the engine is running until this repair is completed.
- If an owner notices or smells smoke coming from the dash or driver's footwell area, the ignition should be placed in the "off" position and the vehicle should not be operated. If this occurs, the owner should immediately contact Subaru's Roadside Assistance or the nearest Subaru dealer for assistance.

#### ***Affected Vehicles***

A total of 271,694 U.S. vehicles will be included in this recall as listed below. 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. This information is now available.

Model Year	Carline	Production Date Range
2019-2022	Ascent	February 23, 2018 – April 28, 2022

The VIN status for this recall will display as 'Open-Limited Parts Available' until the owner notification letters are mailed, at which time the status will be updated to 'Open.' Repairs can begin prior to the owner notification.

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

For detailed service, parts, and claim instructions, please refer to the WRL-22 Product Campaign Bulletin which will be available on STIS early next week.

### ***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.

### ***Owner Notification***

Subaru is in the process of obtaining current vehicle registration data, and will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when owner notification is scheduled.