

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: December 13, 2022

UPDATE Safety Recall: WRL-22 PTC Heater Ground Bolt

Service, Parts, and Claim Instructions

For detailed service, parts, and claim instructions, please refer to the WRL-22 Product Campaign Bulletin which is now available on STIS.

WRL-22 Parts Supply Plan

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 immediately, and prior to the owner notification.** Listed below are the two parts kits for this recall:

SOA635174 – WRL-22 Bolt Kit

The bolt kit will be required for all affected vehicles. These kits are available now.

All retailers will be set at PRIME ordering level of 10 pieces for the first week (December 12). The ordering levels will be increased as listed below, until packaging and distribution to all RDCs is complete.

SOA635174 Supply Plan	
Week 12/12	10 per retailer
Week 12/19	20 per retailer
Week 12/26	20 per retailer
Week 1/2	50 Level 1-3
	100 Level 4 & 5

SOA635175 – WRL-22 Harness Kit

This kit is only needed for a limited number of vehicles that, upon inspection, show any sign of damage as described in the service procedure for this recall. The harness kits will be available in early January.

- If an affected vehicle is showing signs of this damage prior to parts availability, submit a TechShare QMR including clear photos of the damage found and the VOR order number for the harness kit. **The owner should be placed in a loaner vehicle until the repair can be made.**
- Once the harness kits are available, the valid orders will be released based on the information submitted in the TechShare QMR.
- The TechShare QMR process will remain in place through 12/30/22.

Background

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

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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.