

Subaru Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: January 24, 2022

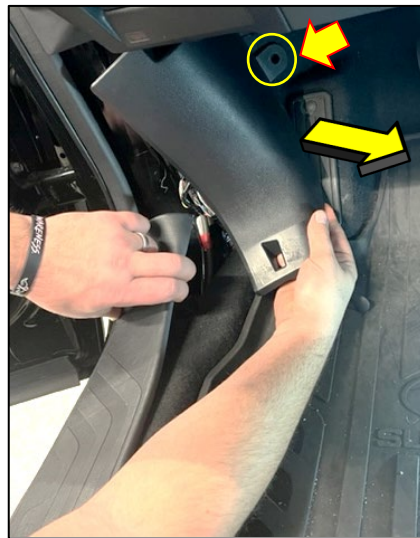
UPDATE Safety Recall: WRL-22 PTC Heater Ground Bolt

Updated, Service Procedure

Higher than expected breakage of the Left rear side sill cover (aka. driver's side door-sill trim) has been occurring during this service procedure. The latest update to the WRL-22 Technical Service Bulletin addresses this, and provides recommendations for accessing the PTC heater, without the need to fully remove the Left rear side sill cover. It is recommended that retailers implement this new procedure as soon as possible. Edits to the TSB are shown below.

The updated TSB has been uploaded to STIS.

STEP 3: Remove the mounting nut securing the left front side sill cover. CAREFULLY detach the front section of the left rear side sill cover. While holding the front section, use your other hand to detach and remove the left front side sill cover.



CAUTION: ALWAYS remove the cover when it is or has reached room temperature. Any attempts of removal in cold ambient temperatures may result in unwanted breakage. DO NOT use excessive force when pulling the covers. This may cause damage to the covers.

- 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.