

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: March 20, 2023

UPDATE New Safety Recall: **WRD-23 12V Inverter Connector Corrosion**

Owner Notification

The remedy for this repair is not yet available. Subaru is in the process of preparing the tools and repair procedures for this recall and expects to have them available by July. Affected owners will be notified of this safety recall with an interim notification letter by first class mail on April 14, 2023.

Once the remedy is available, Subaru will contact the owners again by mail advising them to proceed with scheduling an appointment.

Required Technician Training

Subaru technicians will be required to take and pass the **WRD-23 12-Volt Inverter Connector Corrosion Video and Post Test** before performing the WRD-23 recall service procedure. The estimated video availability date is mid-April.

Technicians must also complete the following required WBT courses in STAR-U, before performing the WRD-23 recall service procedure. These WBT courses are currently available, and technicians are encouraged to complete these asap.

- 2019 Crosstrek Hybrid Introduction (13L301101W)
- 2019 Crosstrek Hybrid Safety (13L301103W)
- 2019 Crosstrek Hybrid Technical (13L301102W)
- 2023 Subaru Solterra - Systems and Features WBT (80L200103W)
- 2023 Subaru Solterra - High Voltage Systems WBT (80L200104W)
- EV Power Down Video (20L000120W)

Service Procedure

The technical service bulletin (TSB) will contain information necessary to perform the WRD23 recall service procedure. The TSB will be available in STIS prior to customer renotification.

Required Tools

SOA requires retailers to have special tools on hand to perform the WRD-23 recall service procedure. Some tools are already included in retailer's Solterra and Crosstrek Hybrid Essential Tools inventory. Some tools are unique to the WRD-23 procedure and all retailers will be required to have them on hand. SOA will send the two tool shipments below, directly to retailers.

Tool Shipment 1 - Specific to the WRD-23 recall service procedure

- Leak Test Tool Kit New tool specific to WRD-23 recall. **SOA will ship 1-Leak Test Tool Kit to each retailer. These will be shipped prior to customer renotification.**

Tool Shipment 2- For non-PHEV certified retailers. (This is part of the Solterra Essential Tool Kit. PHEV certified retailers already have these tools.)

- Insulated EV, PHEV Hand Tool Kit (**11813-00003-SUB** Essential) **SOA will ship 1-Insulated Hand Tool Kit to each non-PHEV certified retailer. Delivery is expected on or before April 15.**

Essential Tools (Retailers are required to order these on their own)

1. EVAP System Pressure Pump (**697-95-0070** Essential)
2. Antistatic Mat (Included in HEV Protection Kit **J-51311** Essential)
3. Insulated Gloves (Included in HEV Protection Kit **J-51311** Essential)
4. New gloves and sleeves are marked with the date of manufacture/electrical test and are acceptable for use 12 months from that date.
5. If new gloves are first used within 12 months of the manufacture/electrical test date, recertification must occur 6 months from first use. The first use date should be recorded.
6. If the first use date is not known, the gloves/sleeves must be recertified 6 months from the electrical test date stamped on the glove/sleeve.
7. All gloves must be inspected by the user for damage prior to each use.
8. The gloves include a stamped date indicating when the rubber insulating gloves were “originally or last tested electrically.” Rubber insulating gloves must be recertified electrically by a certified lab 6 months after first use. The lab will re-stamp the gloves with the new “tested” date.

Required Materials

SOA requires retailers to have the necessary materials on hand to perform the WRD-23 service procedure. Including the following:

1. 3M Cavity Wax Plus
2. 3M Cavity Wax Plus Applicator Wand Kit
3. Three Bond 1207F, Availability TBD

BACKGROUND:

Affected Vehicles

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

Description of the Defect and Safety Risk

The harness terminal that supplies low-voltage power from the converter to the 12V battery may corrode, and over time, could cause the terminal to break. If the terminal breaks, the 12V battery may not recharge as a result of this condition.

If the harness terminal breaks and the 12V battery is unable to recharge, the vehicle may experience a loss of motive power, increasing the risk of a crash.

Remedy

For all affected vehicles, Subaru will replace the converter terminal mounting bracket with a new bracket with improved isolation. If there is no corrosion found on the terminals of the 12V output harness, a protective rubber cap will be installed on the terminals. If corrosion is found on the terminals, Subaru dealers will replace the 12V output harness, including the terminals, with a new one.

Affected Vehicles

A total of 8,413 U.S. Crosstrek Hybrid vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2019-2022	Crosstrek Hybrid	November 16, 2018 – April 8, 2022

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 WRD23 recall coverage status for the affected VINs will display as 'Open-Remedy not yet available' until the WRD23 training video, tools, and bulletin for this repair are available. The VIN status will be updated to 'Open' prior to owner renotification.

Service, Parts, and Claim Instructions

For detailed service, parts, and claim information, please refer to the WRD-23 Technical Service Bulletin which will be uploaded to STIS once it is available.

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.