

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: May 2, 2023

UPDATE Safety Recall: **WRD-23 12V inverter connector corrosion**

VIN Status and Owner Notification

Affected vehicle owners were notified of this safety recall with an interim notification letter by first class mail on April 14, 2023. The status of the affected VINs has been updated to 'Open' to allow repairs to begin. Owners will be renotified by first class mail on May 12, 2023, and will be advised to schedule an appointment for this repair.

Subaru of America, Inc. (Subaru) has initiated this 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 are 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.

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 \$26,315 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.

Service Procedure

The WRD-23 Product Campaign Bulletin is now available on STIS. Please refer to the bulletin for detailed service, parts, and claim instructions.

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. Please be advised that the video is now available, and technicians must complete this training by May 1, 2023.

Technicians must also complete the following required WBT courses in STAR-U, before performing any WRD-23 recall repairs. These WBT courses are currently available, and technicians must complete these courses in order to take the required WRD-23 video training:

- 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)

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, and some tools are unique to the WRD-23 procedure. All retailers will be required to have them on hand.

Leak Test Tool Kit

This tool is specific to WRD-23 recall service procedure. Please be advised that SOA will ship one Leak Test Tool Kit to each retailer this week.

Insulated EV, PHEV Hand Tool Kit (11813-00003-SUB Essential)

This is part of the Solterra Essential Tool Kit. However, PHEV-certified retailers already have these tools. Therefore, please be advised that SOA recently shipped one of these tool kits to each non-PHEV certified retailer.

Essential Tools

Retailers are required to order these on their own:

- EVAP System Pressure Pump (697-95-0070 Essential)
- Antistatic Mat (Included in HEV Protection Kit J-51311 Essential)
- Insulated Gloves (Included in HEV Protection Kit J-51311 Essential)
 - New gloves and sleeves are marked with the date of manufacture/electrical test and are acceptable for use 12 months from that date.
 - 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.
 - 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.
 - All gloves must be inspected by the user for damage prior to each use.
 - 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 following necessary materials on hand to perform the WRD-23 recall repair procedure. Please be advised that SOA has shipped Three Bond 1207F to each retailer.

- 3M Cavity Wax Plus
- 3M Cavity Wax Plus Applicator Wand Kit
- Three Bond 1207F

Parts Ordering

Please refer to the WRD-23 Product Campaign Bulletin on STIS for detailed parts information.

Retailers in the following states, where the Crosstrek Hybrid models were originally sold, must order the parts for this recall through PRIME:

CA, CO, CT, DE, MA, MD, ME, NJ, NY, OR, PA, RI, VT, and WA

Part Number	Part Description	PRIME Max Qty
X10099AA080	Bkt Ay-Inv & Conv Kit	3
SOA635176	HV Cord Kit	1

Retailers in states not listed above must contact the PIC line to order parts at (866) 782-2782 option 1.