

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2017-19MY Impreza / Halogen Head Lamps

NUMBER: WRG-22

SUBJECT: Halogen Headlamp Low Beam & Side Reflector

DATE: 06/13/23

NHTSA ID: 22V-624

INTRODUCTION:

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2017-2019 model year Impreza vehicles, which may contain non-compliant headlamp assemblies. Subaru is in the process of acquiring parts to support this recall, however we have acquired a limited number of parts to begin repair of some vehicles as they are presented to a retailer for other services. Please refer to the 'Affected Vehicles' section of this bulletin for further detail.

DESCRIPTION OF THE DEFECT AND SAFETY RISK:

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108 – Lamps, Reflective Devices, and Associated Equipment. At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

AFFECTED VEHICLES:

A total of 188,397 U.S. Impreza vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2017-2019	Impreza	September 6, 2016 – July 25, 2019

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.

On June 13, 2023, the status of the 2017 MY VINs affected by this recall will be changed to 'Open - Limited Parts Available,' to allow WRG22 recall repairs to begin if those vehicles are presented to a retailer for other services.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

Subaru of America, Inc. is ISO 14001 Compliant

ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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The 2018-2019 MY affected VINs will remain in a 'Open - Remedy Not Yet Available Status' until parts supply is sufficient to support that increased demand. No additional updates are expected until August 2023 or later. Subaru will continue to monitor the weekly supply/demand and inventory levels, and keep retailers advised of any changes.

OWNER NOTIFICATION:

Subaru previously notified all affected vehicle owners of this recall with an interim letter by first class mail on October 11, 2022. A copy of the interim owner notification letter is included at the end of this bulletin. Once the parts supply is sufficient to do so, owners will be re-notified in phases and be advised to schedule an appointment for this repair.

In the meantime, the phased VIN status change to 'Open – Limited Parts Available' beginning with 2017 MY vehicles will allow for repairs to begin as those vehicles are presented for other services. This VIN status will also prevent system 'push' notifications, such as in-vehicle notifications, MySubaru alerts, and CareConnect messaging to reduce the chance of going into backorder, until we have sufficient parts supply to re-notify customers across all formats.

RETAILER RESPONSIBILITY:

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

Once parts are available, 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.

PART INFORMATION:

Listed in the table below are the part numbers for this recall, if it is determined that the headlamps require replacement as described in the service procedure. These parts **MUST** be ordered through PRIME.

Part Description	Part Number
LAMP ASSY HEAD A, RIGHT	84001FL00B
LAMP ASSY HEAD A, LEFT	84001FL01B

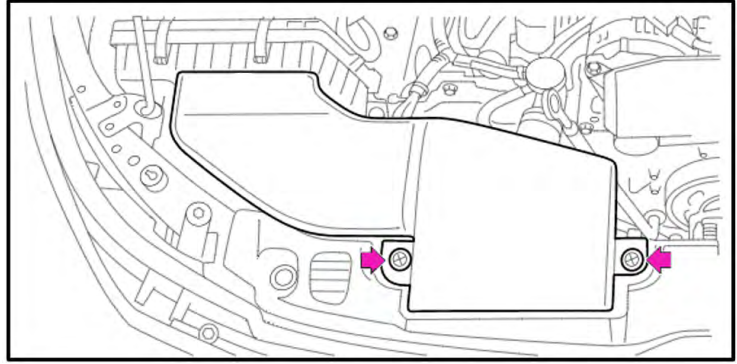
REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

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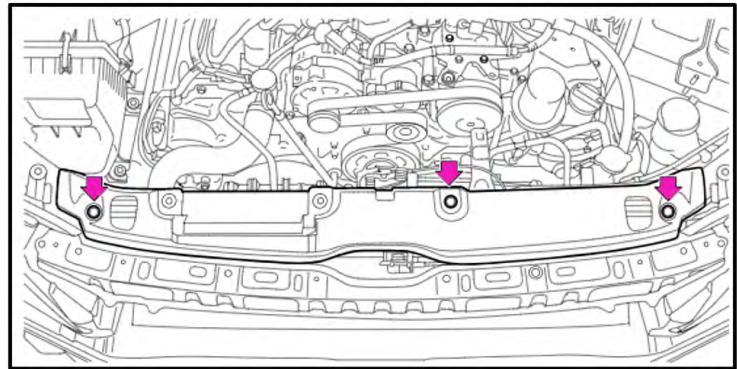
SERVICE PROCEDURE / INFORMATION:

HEADLAMP INSPECTION:

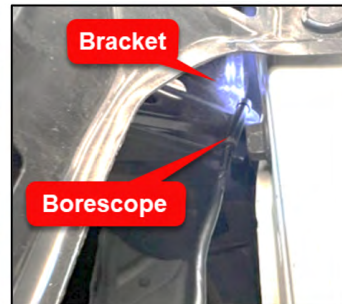
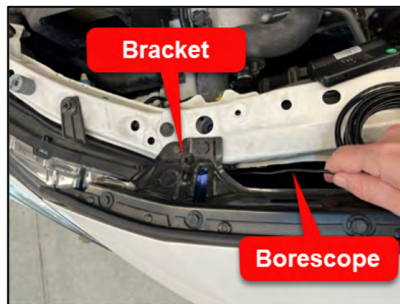
STEP 1: Remove the two mounting clips then remove the air intake duct.



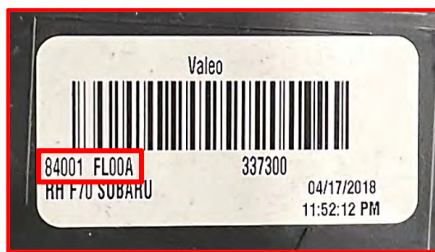
STEP 2: Remove the three mounting clips then remove the upper front cover.



STEP 3: Insert a borescope in between the upper bumper bracket and the inner front portion of both left and right headlamps.



Locate the part numbers labeled on the both the left and right headlamp assemblies. The part identification label is located on the inner front portion of the headlamp. See the images below.



The example part identification label pictured above shows part number **84001FL00A**

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Headlamps with part number **84001FL00B** or **84001FL01B** will not require replacement. If **84001FL00B** or **84001FL01B** are found, no replacement is required. Reinstall all removed parts in the reverse order of disassembly.

ALL other part numbers will require replacement and adjustment (see below).

HEADLAMP REMOVAL:

Remove both left and right halogen headlamp assemblies. Refer to applicable Service Manual: Body & Electrical/WIRING SYSTEM > LIGHTING SYSTEM > Headlamp Assembly > Removal

CAUTION: ALWAYS handle the painted bumpers with care. Bumpers should be stored on a cloth such as a fender cover in order to avoid any possible scratching.

HEADLAMP ADJUSTMENT:

Perform an adjustment of the left and right headlamps. Refer to applicable Service Manual: Body & Electrical/WIRING SYSTEM > LIGHTING SYSTEM > Headlamp Assembly > Installation & Adjustment

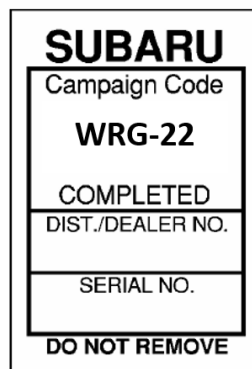
IMPORTANT NOTES:

- Light bulbs will not be fitted in the new headlamp assemblies. If replacement is required, the original bulbs must be transferred to the new headlamp assembly.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch.-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTSEMS > Battery Sensor.

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
INSPECT BOTH HEADLAMPS, NO REPLACEMENT	A138-581	0.2	WRG-22
INSPECTION & REPLACE AND ADJUST ONE HEADLAMP ASSEMBLY	A138-585	0.4	
INSPECTION & REPLACE AND ADJUST BOTH HEADLAMP ASSEMBLIES	A138-588	0.8	

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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**URGENT
IMPORTANT SAFETY RECALL**

**This notice applies to the VIN identified
in the address section printed below**



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Safety Recall WRG-22
NHTSA ID 22V-624
October 2022
Interim Notification**

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that certain 2017-2019 model year Impreza vehicles equipped with halogen headlamp assemblies fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108, 'Lamps, Reflective Devices, and Associated Equipment.' As a result, Subaru is conducting a recall.

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108.

At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

WHAT SUBARU WILL DO

Parts to repair your vehicle are not currently available. Once parts are available, Subaru will send a follow up letter, and will replace both front headlamp assemblies at no cost to you.

WHAT YOU SHOULD DO

We appreciate your patience as we acquire the parts for this recall. Once you receive the follow up letter stating that parts are available, please contact your Subaru retailer (dealer) to schedule an appointment for this repair. You may also check the current status of this recall at <https://www.nhtsa.gov/recalls>, and enter your 17-digit VIN shown at the top of this letter.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

Subaru of America, Inc.
Customer Advocacy Department, Attention: WRG-22 Recall
P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrg22.service-campaign.com>. You may also check the status of this recall on our website at <https://www.subaru.com/recalls>, by entering your 17-digit VIN listed in this letter.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select 'Customer Support'
- By telephone: 1-844-373-6614, Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail:

Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment once you are notified that parts are available.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION