

- 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: 2024 MY Impreza and Crosstrek

NUMBER: WRL-23R

SUBJECT: Safety Recall – Instrument Panel Harness Clearance

DATE: 08/15/23

REVISED: 10/26/23

NHTSA ID: 23V-551

INTRODUCTION

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2024 model year Impreza and Crosstrek vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The affected vehicles have insufficient clearance around the instrument panel harness which may allow the harness to contact the steering beam bracket. If the harness contacts the bracket, the wire insulation could be damaged and/or a wire could short circuit.

If a short circuit occurs while the vehicle is in motion, the vehicle may experience a loss of motive power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

REMEDY

For all potentially affected vehicles, Subaru retailers will inspect the instrument panel harness and install an additional clamp on steering beam bracket. If during the harness inspection the wire insulation is found to be damaged, protective tape will be applied to the damaged wire. If during the harness inspection the wire core is found to be exposed, the instrument panel harness will be replaced.

The inspection and all repairs will be completed at no cost to the customer.

AFFECTED VEHICLES

A total of 35,357 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.

Model Year	Carline	Production Date Range
2024	Impreza	March 24, 2023 – June 6, 2023
2024	Crosstrek	February 20, 2023 – June 6, 2023

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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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.

Owner Notification

Subaru will notify affected vehicle owners by first class mail on **October 3, 2023**. Retailers will be advised when owner notification is scheduled.

PART INFORMATION:

Part Description	Part Number	Image	Qty	Details
CLAMP*	81904FN030		1	Required on all vehicles.
HARNESS-INSTRUMENT PANEL**	Order by VIN		1	Required when harness damage is found.

***NOTE:** The clamp (81904FN030) must be ordered through PRIME.

****NOTE:** In rare cases, when the instrument panel harness requires replacement, the PIC team must be contacted with a valid VIN to release the applicable instrument panel harness.

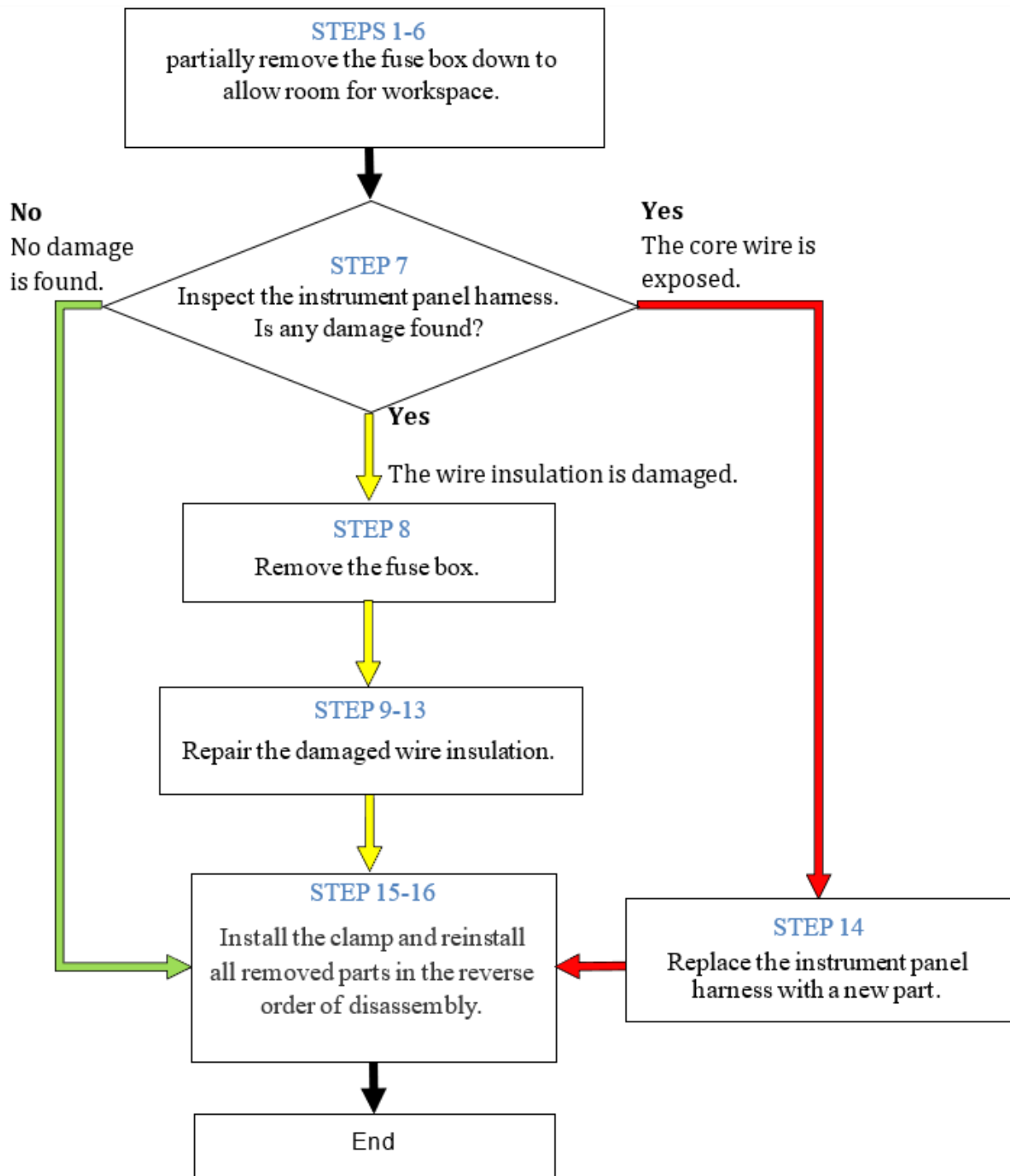
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ADDITIONAL REQUIRED MATERIALS:

VINYL ELECTRICAL TAPE- Required for harness repair when the wire insulation is found to be damaged during inspection. 3M™ Temflex™ Vinyl Electrical Tape is shown in the example image to the right.



SERVICE PROCEDURE WORKFLOW OUTLINE:

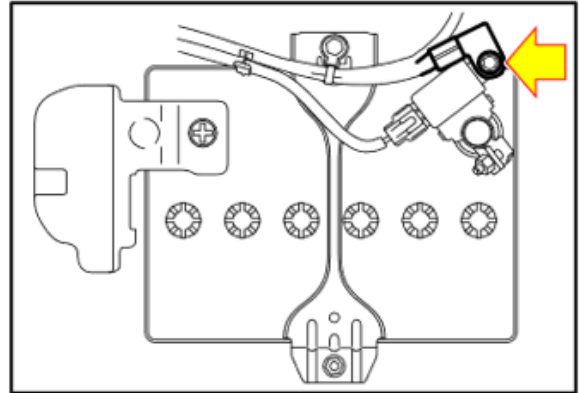


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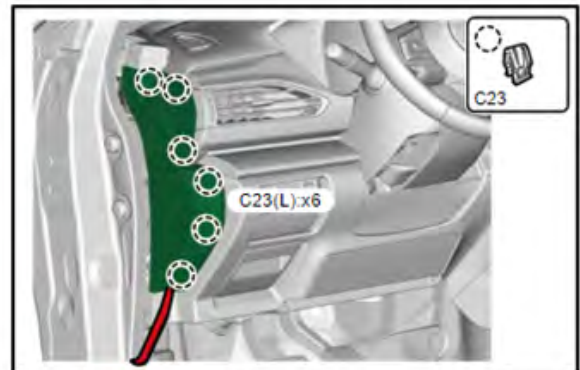
SERVICE PROCEDURE / INFORMATION:

STEP 1: Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.

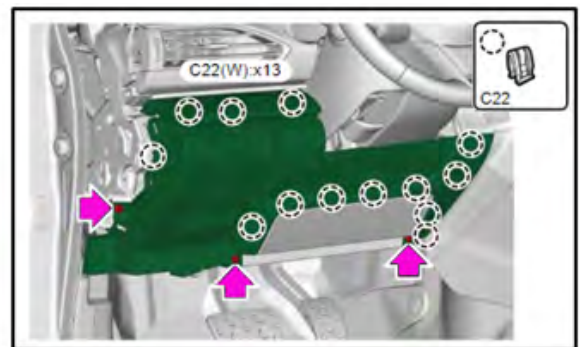
STEP 2: CAREFULLY disconnect the battery sensor from the negative ground terminal and wait at least 60 seconds before continuing.



STEP 3: Pull the front left side cover in the horizontal direction to release the holding claws. Once released remove the cover.

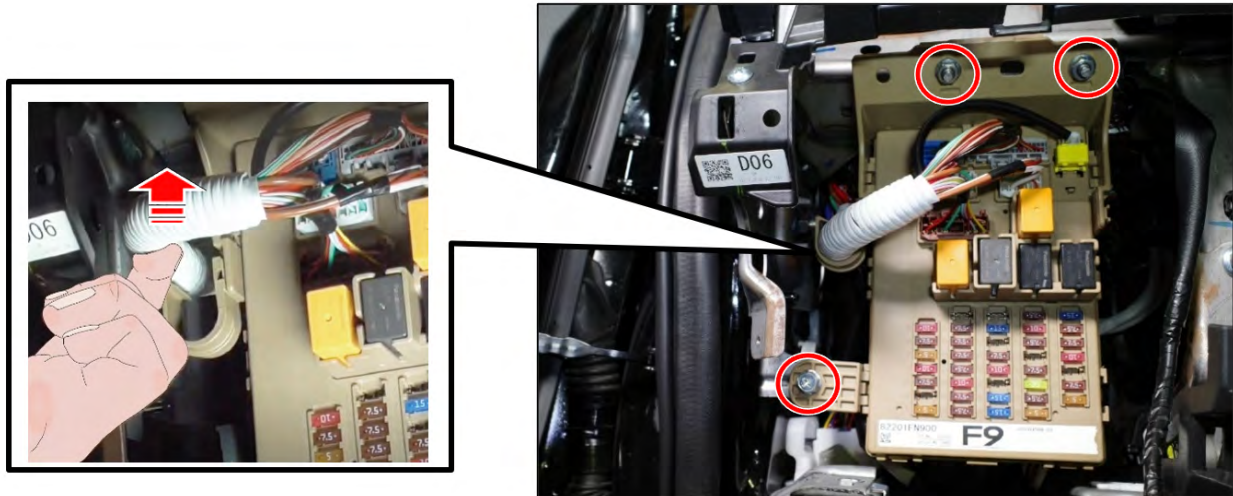


STEP 4: Remove the mounting screw and pull the lower cover toward the rear of the vehicle to release the mounting clips. Once released, disconnect all electrical connections and remove the panel.

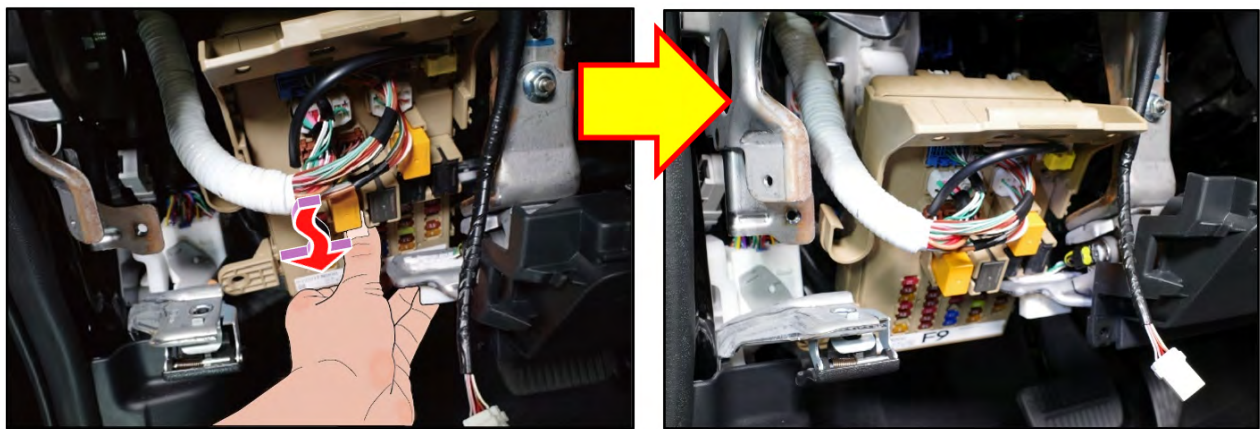


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STEP 5: Release the instrument panel harness from the mounting hook located on the side of the fuse panel. Release the two mounting nuts and one mounting bolt.



STEP 6: Position the fuse panel toward the floor of the vehicle. This will allow the required workspace needed for the following Steps.






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STEP 7: Push the instrument panel harness downward by hand. CAREFULLY inspect the wires close to the edge of the steering beam bracket as shown in the picture below.

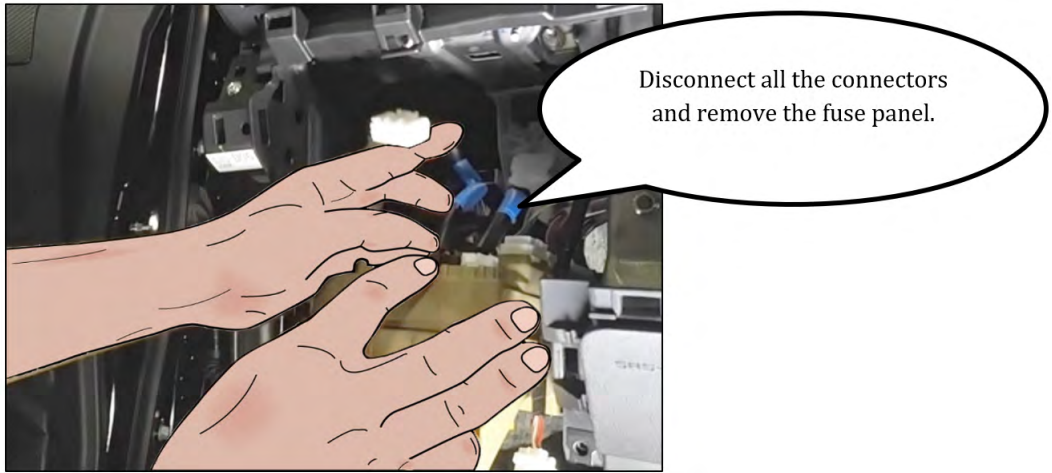


Use the table below to confirm the next course of action required.

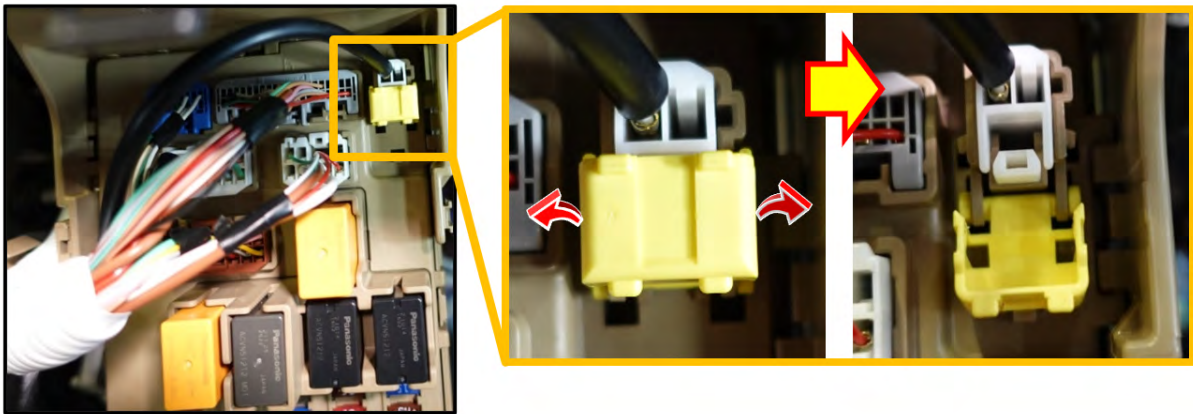
Inspection Result	Image	Next Step
No Damage Is Found.		Proceed To STEP 15
The Wire Insulation Is Damaged. (No Core Wire Is Exposed.)		Proceed To STEP 8
The Core Wire Is Exposed.		Proceed To STEP 14

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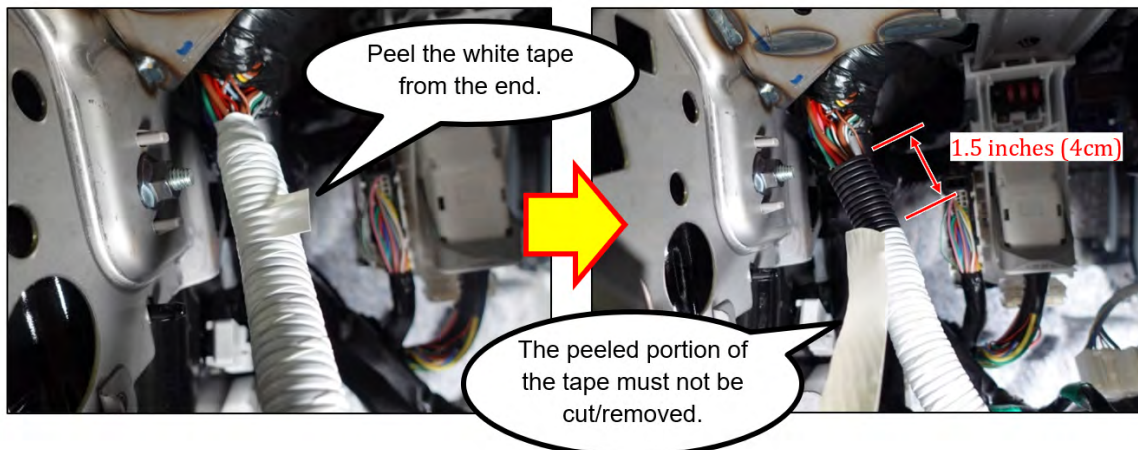
STEP 8: Disconnect all the fuse panel connections and then remove the fuse panel.



NOTE: To open the yellow connector, spread the upper side of the cap then pull it toward the rear of the vehicle as shown in the pictures below.



STEP 9: Peel the white tape from the harness until approximately 1.5 inches (4 cm) of wiring is exposed.

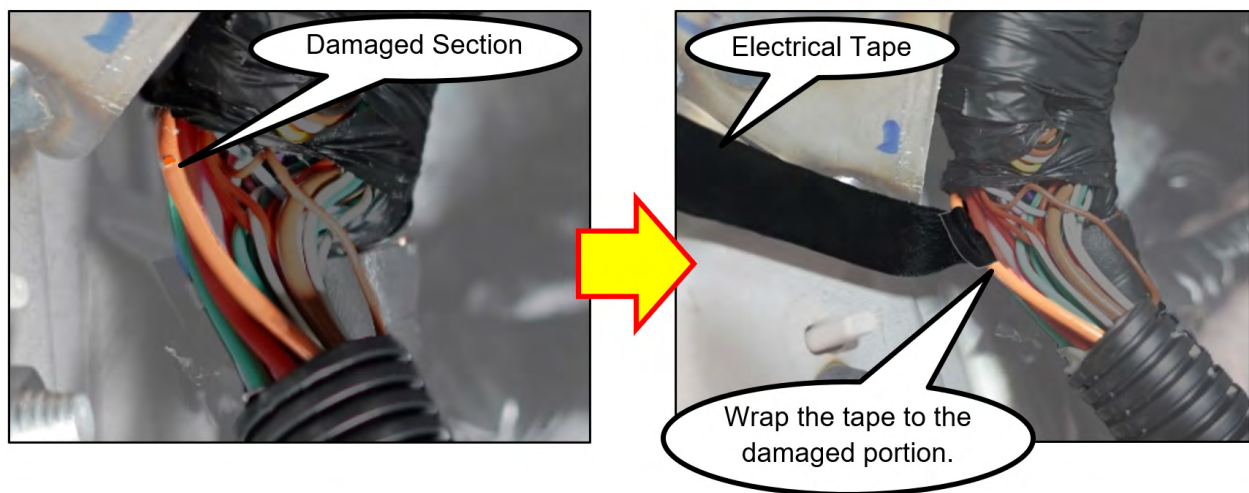


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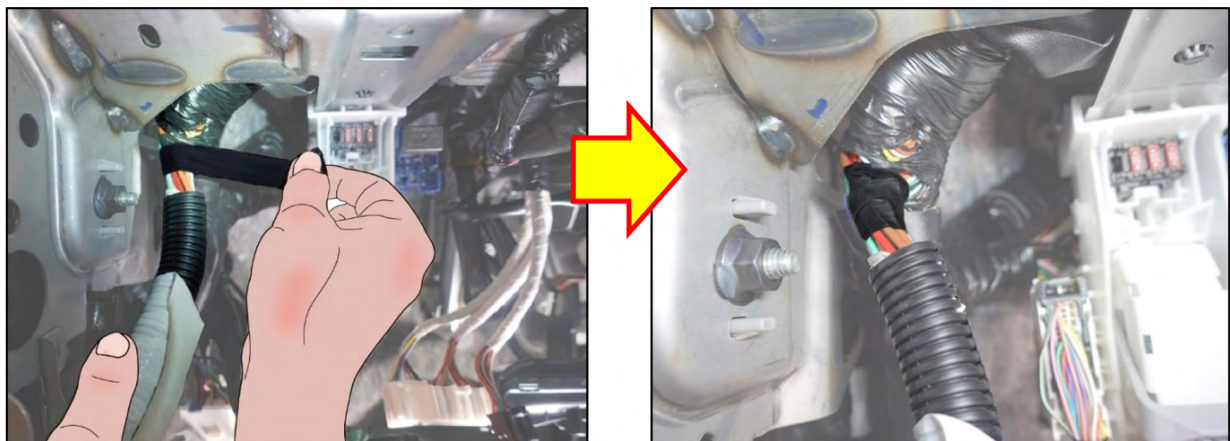
STEP 10: Prepare a section of electrical tape by pre-cutting and 6-inch (15 cm) piece.



STEP 11: Wrap the end of the tape around the section of wiring with the damaged insulation.



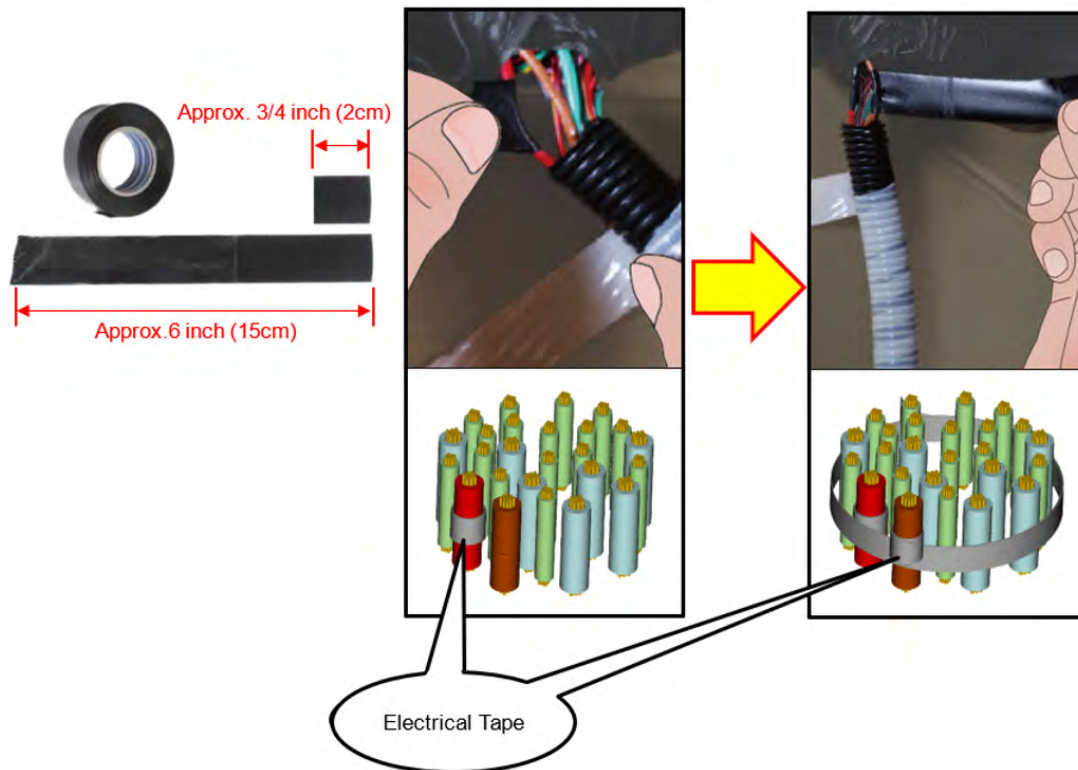
STEP 12: Wrap the remaining tape around the entire wiring harness.



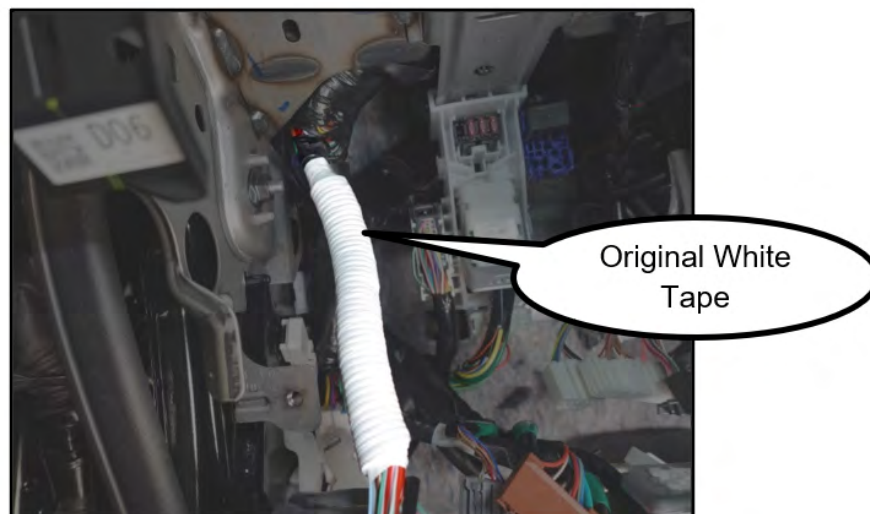
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IMPORTANT NOTE: If more than one wire has damaged insulation.

- Pre-cut the electrical tape approximately 3/4 inch (2 cm) for each additional damaged wire.
- Pre-cut a 6-inch (15 cm) piece of electrical tape.
- Wrap the shorter pieces of tape around the additional damaged wiring.
- Wrap the end of the tape around the section of the wiring with the damaged insulation. Wrap the remaining tape around the entire wiring harness.

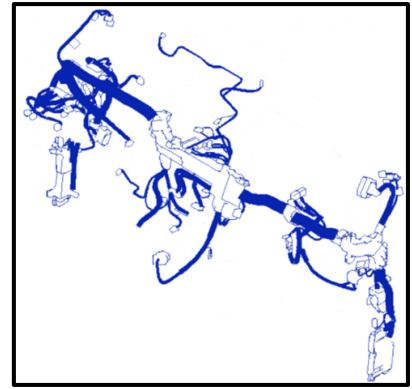


STEP 13: Wrap the repaired area using the original white tape around the corrugated tubing. If needed, use a piece of electrical tape to secure the end of the white tape. Proceed to Step 15 when complete.

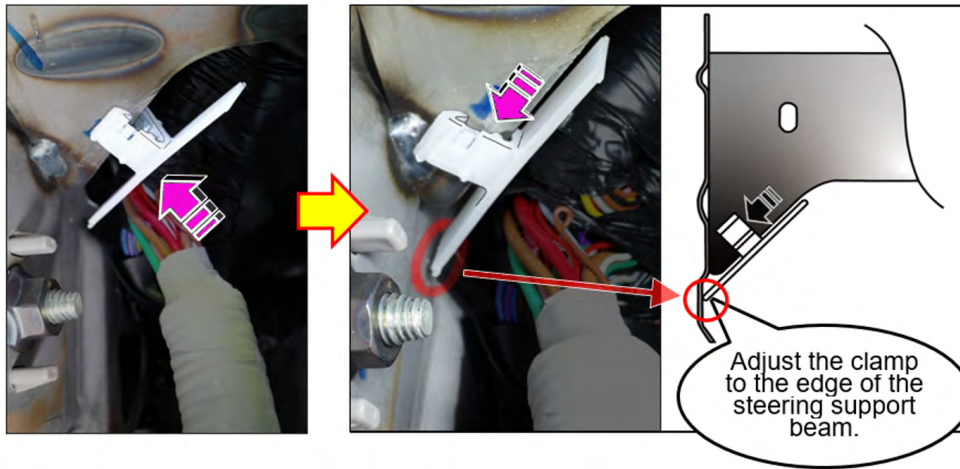


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STEP 14: Remove the instrument panel assembly as per the applicable Service Manual and replace the instrument panel harness. Refer to STIS: Body & Electrical/WIRING SYSTEM > Instrument Panel Assembly



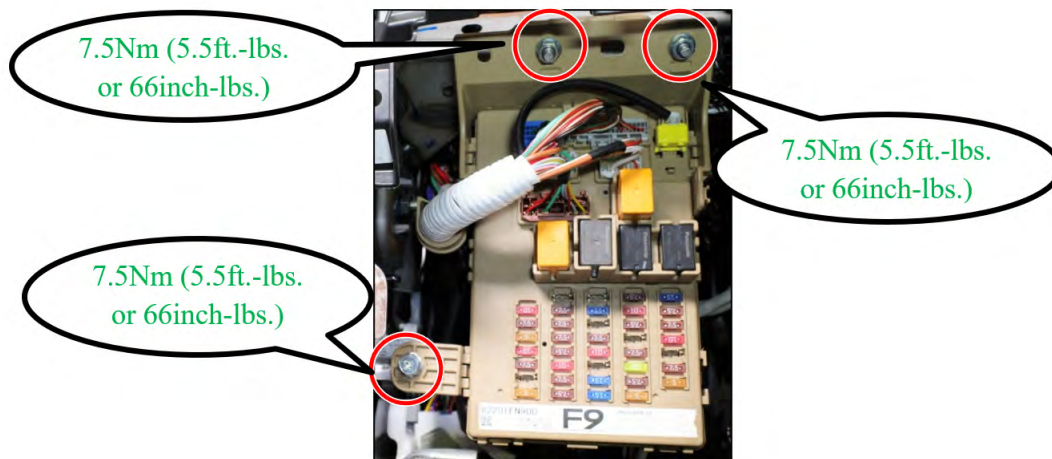
STEP 15: Install the new clamp (p.n. 81904FN030) onto the edge of the steering support beam.



STEP 16: Reinstall all removed parts in the reverse order of disassembly.

NOTES:

- 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.
- When reinstalling the fuse panel, torque the mounting nuts to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) and the mounting bolt to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.).

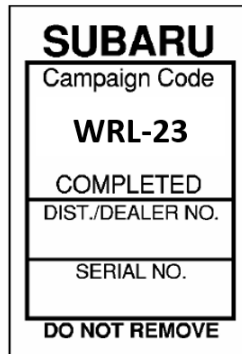


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SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s left side radiator support bracket located behind the driver side headlamp. 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



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 WIRE HARNESS AND INSTALL PROTECTIVE CLAMP, WRL23	A180-200	.5	WRL-23
INSTALL PROTECTIVE CLAMP AND REPAIR WIRE HARNESS, WRL23	A180-202	.6	
INSTALL PROTECTIVE CLAMP AND REPLACE IP HARNESS, WRL23	A180-203	4.6	

NOTE: Up to \$1.00 can be claimed in sublet for electrical tape used during this repair.

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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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 WRL-23
NHTSA ID 23V-551
October 2023

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 a defect, which relates to motor vehicle safety, exists in certain 2024 model year Impreza and Crosstrek vehicles.

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

DESCRIPTION OF THE DEFECT

The affected vehicles have insufficient clearance around the instrument panel harness which may allow the harness to contact the steering beam bracket. If the harness contacts the bracket, the wire insulation could be damaged and/or a wire could short circuit.

SAFETY RISK

If a short circuit occurs while the vehicle is in motion, the vehicle may experience a loss of motive power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will inspect the instrument panel harness in your vehicle and install an additional clamp on the steering beam bracket, to prevent damage to the harness. If during the harness inspection the wire insulation is found to be damaged, protective tape will be applied to the damaged wire. If during the harness inspection the wire core is found to be exposed, the instrument panel harness will be replaced. The inspection and any necessary repairs will be completed at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The harness inspection, clamp installation, and potential wire insulation repair will take less than 45 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

If during the harness inspection the wire core is found to be exposed, your retailer will immediately order a new instrument panel wiring harness applicable to your vehicle. Upon receipt of the new harness, the installation of it will require an additional four hours. If this situation occurs, your retailer will provide you with alternative transportation at no cost to you until the repair can be completed.

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: WRL-23 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.wrl23.service-campaign.com>.

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: Write us at 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 as soon as possible.

Sincerely,

Subaru of America, Inc.