




WRA-24 Subaru Safety Recall Customer Information Sheet

SUBARU SAFETY RECALL: WRA-24 Occupant Detection System (ODS) Sensor Replacement

Subaru of America, Inc. has determined that a defect, which relates to motor vehicle safety, may exist in certain 2020-2022 model year Legacy and Outback vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The affected vehicles may be equipped with defective ODS sensors on the front passenger seat, which over time may result in a short circuit. If a short circuit occurs, the SRS airbag system warning lamp will illuminate, and the front passenger airbag may not deploy in certain crashes as designed, increasing the risk of injury to an occupant in the seat.

SRS airbag warning light: 

WHAT WILL SUBARU DO

Parts to repair your vehicle are currently unavailable. In May 2024, interim letters will be sent out to the owners based on the registration information available at that time. Once the remedy parts are available, Subaru will send a renotification letter and will replace all four ODS sensors in your front passenger seat at no cost to you.

WHAT SHOULD YOU DO

We appreciate your patience as we acquire the parts for this recall. Subaru recommends that you update your ownership information with Subaru of America by visiting <https://www.subaru.com/subaru-email-us.html?category=ownershipupd>.

Once you receive the notification letter stating that parts are available, please contact your Subaru retailer 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.

IMPORTANT NOTE: If your SRS airbag warning light illuminates, any passenger in the front passenger seat should move to the rear seat after the vehicle has come to a complete stop in a safe area. The customer should contact an authorized Subaru retailer immediately. The front passenger seat should not be used until repair is completed. To locate an authorized Subaru retailer, please visit <https://www.subaru.com/retailer>.

IF YOU NEED FURTHER ASSISTANCE

If have additional questions or concerns, we encourage you to:

- Speak with your authorized Subaru retailer as they will have all of the available, up to date information regarding this recall and parts availability.
- Visit www.subaru.com/contactus
- Contact Subaru Customer Advocacy Department (CAD) at 1-800-SUBARU3 (1-800-782-2783) Monday-Thursday 8:30 AM-8 PM EST, Friday 10:30 AM – 5 PM EST, Saturday 8:30 AM- 5PM EST