Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: January 8, 2025
UPDATE Safety Recall: WRG-22 Impreza Headlamp Non-Compliance

******PLEASE ENSURE THAT ALL SERVICE AND PARTS PERSONNEL ARE MADE AWARE OF THESE UPDATES******

Subaru previously notified all affected vehicle owners of this recall with an interim letter by first class mail on October 11, 2022 advising them they would be re-notified with a follow up letter to schedule an appointment once parts are available.

Subaru is currently receiving a limited number of parts from the headlamp supplier – 1,080 sets per week – for service and recall needs combined. To maximize completions of the WRG22 recall while preventing a potential stock-out situation, Subaru will re-notify affected vehicle owners in small, controlled phases as described below:

- The final phased mailing to owners of all affected 2017 model year vehicles has been completed.
- Subaru has obtained updated owner registration data for affected 2018 model year vehicles, and began phased mailings to those affected owners on August 7, 2024. Phased 2018 model year mailings will be announced as they are scheduled, and 2019 model year mailings will begin, in phases, after all 2018 model year mailings are complete.
- The VINs included in each phased mailing are randomly selected using a fair-share of affected vehicles in each retailer's territory.
- Subaru will continue to monitor the weekly supply/demand and inventory levels, and keep retailers advised of the timing of additional phased mailings.

VIN Status

- As a reminder, always confirm applicable recall coverage using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. All affected vehicles presented for service are eligible for this repair.
- As phased final owner notification letters are released, the status of the VINs will be updated to 'Open' in the system for the selected vehicles only. This status change will trigger system 'push' notifications, such as in-vehicle notifications, MySubaru alerts, and CareConnect messaging.
- The next phased mailing for all remaining (12,265) affected 2018 MY VINs will occur on January 15, 2025, at which time the status of the WRG22 recall for those VINs will be updated to 'Open' to trigger system 'push' notifications as well.
- Subaru will continue to monitor the weekly supply and demand levels, and keep retailers advised of any changes.

Thank you for your understanding and cooperation as we work through this controlled process. If you have any questions, please reach out to your DPSM or the PICs.

Background

Subaru of America, Inc. (Subaru) has initiated a new safety recall for certain 2017-2019 model year Impreza vehicles, which may contain non-compliant headlamp assemblies.

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.

Remedy

For all affected vehicles, Subaru dealers will replace the left-hand and right-hand front headlamp assemblies at no cost to the customer.

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.

Model Year	VIN status
2017	'Open'
2018	'Open'
2019	'Open-Limited Parts Available', to allow for repairs to be performed as those vehicles are presented for other services.

Service, Parts, and Claim Instructions

Subaru is currently receiving a limited number of parts from the headlamp supplier – 1,080 sets per week – for service and recall needs combined. To maximize completions of the WRG22 recall while preventing a potential stock-out situation, Subaru will re-notify affected vehicle owners in controlled phases as described earlier in this message.

Remedy parts for this recall must be ordered through PRIME. Please refer to 'Recalls & Campaigns/PRIME Max Quantities' on subarunet for the orderable quantities. For detailed service, parts, and claim instructions, please refer to the WRG-22 Product Campaign Bulletin on STIS.

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

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.