



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Quality  
**Date:** **February 3, 2025**  
**Re:** ***WRA-24 ODS Sensor Replacement FAQs, Used Vehicle Inventory & CPO Updates***

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As we begin phased owner notification for the WRA-24 ODS Sensor Replacement recall, we have updated the list of frequently asked questions and the instruction on how to handle CPO and Used Vehicle Inventory affected by WRA-24. Please refer to this document as a consistent means of communicating with customers.

## ***Frequently Asked Questions***

### **1. Question: What is an Occupant Detection System (ODS)?**

**Answer:** The Occupant Detection System determines the occupant's presence and status in the passenger seat to enable or disable the passenger side airbag from deployment in an accident.

### **2. Question: What is the reason for the recall?**

**Answer:** Vehicles affected by this recall may be equipped with defective Occupant Detection System (ODS) sensors on the front passenger seat. If the defect exists, a short circuit of the ODS sensors may occur, causing the SRS airbag system warning lamp to illuminate. At the same time, the front passenger's airbag OFF indicator will also illuminate, indicating that the front passenger airbag may not deploy in certain crashes as designed, increasing the risk of injury to an occupant in the seat.

### **3. Question: Does this recall affect all 2020-2022 MY Legacy and Outback models?**

**Answer:** No. Not all 2020-2022 MY Legacy and Outback models are affected by this recall. Coverage will be confirmed by using the Vehicle Inquiry function on [Subarunet.com](http://Subarunet.com). A total of 118,723 U.S vehicles have been affected by this recall. Vehicles not included in the recall are equipped with ODS sensors using a printed circuit board (PCB) that is not affected under this recall.

### **4. Question: What is the recall remedy?**

**Answer:** Subaru retailers will replace all four of the ODS sensors on the front passenger seat with new ones at no cost to the customer.

### **5. Question: When will customer notifications begin?**

**Answer:** Subaru previously notified all affected vehicle owners of this recall with an interim letter by first class mail on May 17, 2024, advising them they would be re-notified with a follow up letter to schedule an appointment once parts became available. Subaru is currently receiving a limited number of ODS sensors and hardware kits to remedy this recall. To maximize completions of the recall while preventing a potential stock-

out situation, Subaru will re-notify affected vehicle owners in small, controlled phases as described below:

| Mailing Date      | Group                                 |
|-------------------|---------------------------------------|
| 02/03/2025        | All Legacy models                     |
| Estimated Q2 2025 | 2020 Outback (manual passenger seat)  |
| Estimated Q3 2025 | 2020 Outback (power passenger seat)   |
| Estimated Q1 2026 | 21-22 Outback (manual passenger seat) |
| Estimated Q3 2026 | 21-22 Outback (power passenger seat)  |
| Estimated Q4 2026 | 21-22 Outback (power passenger seat)  |

We will update you on timing of owner notification letters for subsequent phases as inventory of the remedy parts continues to arrive.

**6. Question: As the owner notification phases occur, how will a retailer know whether a WRA-24 recall can be performed on an affected vehicle?**

**Answer:** As each owner notification for each phase is announced, the recall status for the vehicles included in the phase will change from “Open-Remedy not available” to “Open”. Retailers can perform the WRA-24 recall on any vehicle showing an “Open” status when running a VIN Inquiry on Subarunet.

**NOTE: The phasing schedule plan is based on the number of vehicles in each phase and the expected parts inventory. To ensure we are able to efficiently phase this recall as planned, it is imperative that retailers do not perform the WRA-24 recall on any vehicle where the recall status is “Open- Remedy Not available”.**

If you encounter an affected vehicle in an “Open-Remedy not yet available” status and the customer is experiencing illumination of the SRS light, please refer to question 9, scenario 2 for additional information.

If you encounter an affected vehicle that is eligible to be certified in the CPO program, please refer to the “Procedure to CPO vehicles affected by the WRA-24 recall” section below.

If you encounter an affected vehicle in your used vehicle inventory that does not qualify for the CPO Program, please refer to the “Used Vehicle Inventory Process” section below.

**7. Question: What is the repair procedure for the WRA-24 recall?**

**Answer:** For vehicles with an “Open” WRA-24 status, the recall repairs can be performed as outlined in the WRA-24 Recall Bulletin on STIS. The remedy repair will involve replacement of the 4 ODS sensors on the passenger side seat, as well as some hardware replacement. WRA-24 training videos will also be part of the required learning for technicians on STAR-U. Videos of the repair procedures are also embedded in the Recall Bulletin on STIS.

If you encounter an affected vehicle in an “Open- Remedy not yet available” status and the customer is not experiencing illumination of the SRS light, let the owner know that they will receive owner notification when parts are available to perform the remedy repair on their vehicle.

**NOTE: The remedy repair should only be performed on affected vehicles with the WRA-24 in an “Open” status.**

**8. Question: What if a customer vehicle does not have a current failure (no SRS light illuminated), but the customer feels unsafe driving the vehicle?**

**Answer: There is NO risk to the driver of the vehicle; this recall affects only the front passenger side air bag. Additionally, a safety risk to the front passenger exists only if the SRS light is illuminated.** Please reassure the customer that if the SRS light is not illuminated, then the ODS sensors are operating as designed and there

is no need to take any action until Subaru notifies the customer that parts are available. IMPORTANT NOTE: Customers are eligible for alternate transportation only if the SRS light is illuminated.

If the ODS sensor failure occurs, the SRS light will illuminate. Please refer to question 9 for additional information.

**9. Question: What if a customer vehicle experiences the ODS sensor failure (SRS light illuminates)?**

SRS airbag warning light: 

**Answer:** If an ODS sensor failure occurs, the SRS light will illuminate. The customer should be instructed that if the SRS light illuminates, then any passenger in the front passenger seat should move to the rear seat, and they should avoid using the front passenger seat until the vehicle is inspected and repaired by the retailer.

There are a few different scenarios that your retailer can encounter. Please follow the instructions based on the relevant scenario:

**Scenario 1: WRA-24 vehicle in an “Open” status, regardless of SRS illumination**

Please refer to the WRA-24 Recall bulletin on STIS for the repair procedure to replace the ODS Sensor Kit and related hardware. **The remedy repair should be performed on any vehicle with an “Open” status, regardless of whether the SRS light is illuminated.**

**Scenario 2: WRA-24 vehicle in an “Open Remedy not yet available” status that has the SRS light illuminated**

Should a customer bring their vehicle in with the SRS light illuminated, and their WRA-24 recall status is “Open- Remedy not yet available”, the technician should first pull all DTCs.

If DTC [B1788](#) is present, then the ODS sensor failure has occurred and a QMR should be submitted. Please [click here](#) to navigate to the appendix for specific instructions and requirements for QMR submission for this scenario.

If DTC B1788 is *not* present, then refer to the applicable service manual and perform diagnostics, noting all key steps and results. Please [click here](#) to navigate to the appendix for specific instructions and requirements for QMR submission for this scenario.

Please note, if you encounter an affected vehicle in an “Open- Remedy not yet available” status and the customer is *not* experiencing illumination of the SRS light, let the owner know that they will receive owner notification when parts are available to perform the remedy repair on their vehicle.

**NOTE: The remedy repair should only be performed on affected vehicles with the WRA-24 in an “Open” status.**

If the vehicle is used inventory or a Certified Pre-owned vehicle, please refer to the separate instructions titled [“Used Vehicle Inventory Process”](#) or [“Procedure to CPO vehicles affected by the WRA-24 recall”](#) in this announcement.

**Scenario 3: Seat bottom is needed for a non-WRA-24 affected vehicle or an unrelated service issue**

If the vehicle is not affected by the WRA-24 recall or has an unrelated service issue that requires a seat bottom, a QMR is still required to obtain the seat bottom. Please [click here](#) to navigate to the appendix for specific instructions and requirements for QMR submission for this scenario.

# ***Procedure to CPO vehicles affected by the WRA-24 recall***

If you have a used vehicle that is affected by the WRA-24 recall and is in an “Open” Status, please refer to the Recall bulletin on STIS and perform the remedy repair. The process outlined below relates only to used vehicles affected by the WRA-24 recall in an “Open- Remedy not yet available” status that will be considered for CPO certification.

To determine CPO eligibility, the retailer must first run a Carfax on the vehicle to ensure the vehicle does not have a branded title, the vehicle has not been in a moderate to severe accident, and there is no evidence of airbag deployment. If the Carfax report shows evidence of any of these, the vehicle is not able to go through CPO certification and the retailer should refer to the Used Vehicle Inventory process outlined in this announcement.

If the Carfax report is clean, the retailer should then work through the 152-point Certified Pre-Owned Vehicle Inspection Checklist for the vehicle. The retailer should have an accompanying repair order for any work that is done on the vehicle to meet the CPO certification requirements.

If the retailer determines the vehicle is eligible for CPO certification, but has an open WRA-24 recall, the retailer should:

- Submit an order for the appropriate seat bottom for the vehicle. There are three seat bottom assembly part numbers, depending on model applicability, for the 2020-2022 MY Legacy and Outback models affected by this recall, and they are listed below. When placing the order, the last 8 characters of the VIN must be entered as the PO number.

64139AN00A CUSHION AY OCPANTRH

64139AN01B CUSHION AY OCPANTRH

64139AN02B CUSHION AY OCPANTRH

- Once the order is placed, the retailer must email the 152-point CPO Inspection Checklist, with Section A completed, and the accompanying Repair Order to the Parts Information Coordinators (PICs) at [Picemail@subaru.com](mailto:Picemail@subaru.com). The subject line of the email should include reference to the WRA-24 recall and include the related 8-digit order number for the appropriate seat bottom for the vehicle (Example: WRA-24 parts order # 12345678).

Upon receipt of the email, the PICs will review the information and reply to the retailer email advising that either the order was released or requesting additional information. If the order is released, the retailer should expect to receive the seat bottom within 2-3 business days. If there is a request for additional information, and there is no response from the retailer providing the requested information within 5 business days, the order will be cancelled.

Once the retailer receives the part, the WRA-24 recall can be performed on the vehicle and a recall claim should be entered using the following guidelines:

| <b>Recall Code</b> | <b>Labor Operation</b> | <b>Description</b>         | <b>Labor Hours</b> |
|--------------------|------------------------|----------------------------|--------------------|
| WRA24              | 100576                 | WRA-24 ODS SEAT BOTTOM R&R | 0.9                |

Once the recall claim is approved, the status of the recall for the VIN will change to Completed. Timely claim entry is very important to keep the process of CPO certification moving forward. Retailers must wait 24 hours after the recall shows completed on the VIN before they can systematically begin certifying one of these vehicles via Subarunet.

If your vehicle is a CPO, do not proceed beyond this point, follow the submission instructions above. Any questions should be directed to the Parts Information Coordinators (PICS) through email [Picemail@subaru.com](mailto:Picemail@subaru.com) or phone number 866-782-2782, option 2.

## ***Used Vehicle Inventory Process***

If you have a used vehicle that is affected by the WRA-24 recall and is in an "Open" Status, please refer to the Recall bulletin on STIS and perform the remedy repair. The process outlined below relates only to used vehicles affected by the WRA-24 recall in an "Open- Remedy not yet available" status that do not have an SRS light illuminated and do not qualify for the CPO program. These vehicles may be delivered to a purchaser if the following 2 conditions are met:

- 1. The vehicle *does not* have the SRS indicator illuminated, and**
- 2. The selling retailer discloses information about this safety recall to the purchaser using the Vehicle Disclosure Form-** It is imperative that the purchaser is made aware of the open safety recall on the vehicle and signs the Vehicle Disclosure Form prior to completing the purchase. The customer must initial the Vehicle Disclosure Form to confirm that they received the WRA-24 Subaru Safety Recall Information prior to completing their purchase of the vehicle.

If the vehicle is in your used car inventory and has an SRS light illuminated, the vehicle **must not be sold**. Please refer to question 9 for the procedure for obtaining a seat bottom when the SRS light is illuminated.

The Vehicle Disclosure Form and the WRA-24 Subaru Safety Recall Information sheet can be found on Subarunet in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.

If the above conditions are met, as part of the delivery process we ask the Retailer Sales Department to please do the following:

1. Fill out the Owner Contact and Vehicle Disclosure Form included with this notice if the purchaser agrees to purchase the vehicle in this condition. This form can be found on Subarunet in the Resources area on the left navigation menu or in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.
2. Print and provide a copy of the Safety Recall Information sheet, also included with this notice. There is an area on the disclosure form the customer will need to initial to acknowledge receipt of the Safety Recall Information sheet. The Safety Recall Information sheet can be found on Subarunet in the Resources area on the left navigation menu or in Recall & Campaigns, specifically in the WRA-24- ODS Sensor Replacement area of Recall/Campaign Details.
3. When remedy parts become available, we ask that the retailer contacts the owner to schedule an appointment to complete the WRA-24 recall.
4. Please encourage the purchaser to update their ownership information by visiting Customer Support in the Connect with Us area on Subaru.com.

If a 2020-2022 Legacy or Outback model affected by the WRA-24 recall does not meet the CPO certification process, the retailer can sell the vehicle as Used Vehicle Inventory using the disclosure letter process that was outlined in the Subarunet announcement.

**Appendix 1- WRA-24 vehicle in an “Open Remedy not yet available” status that has the SRS light illuminated with DTC B1788**

If DTC B1788 is present, then the ODS sensor failure has occurred and a QMR should be submitted as outlined below.

**NOTE: The QMR instructions below must be followed to ensure you receive a response within one business day. This includes completing QMR with the correct coding and including all requested information in the appropriate format. Failure to do so will significantly delay the review process and potential part release.**

1. The QMR should be coded using WRA as the failure code. The SSM file data must be attached to the QMR in .SEPF format with the VIN written to the data.

All QMR submissions should have the customer’s Concern, Cause, and Correction filled out with detail and contain the technician’s observations, diagnostics, and recommendation.

2. The QMR and required attachments will be reviewed by SOA and, if approved, a parts order for the appropriate remedy part will be placed by the Parts Information Coordinators (PICs) for your dealership.

**NOTE: Orders will only be placed only if a QMR is submitted with the required attachments and SOA is able to confirm the diagnosis of a defect requiring replacement of the seat bottom.**

If there is sufficient inventory, then a parts order for the ODS sensor kit and related hardware kit will be placed by the PICs for your dealership. If we do not have sufficient inventory of the ODS sensor kits or hardware kits, then a parts order for the appropriate seat bottom part will be placed by the PICs for your dealership.

3. Once the appropriate part is received and the vehicle has been repaired, please submit a claim using the following information:

- If the vehicle is part of the WRA-24 recall and the retailer was sent an ODS sensor kit and hardware kit, then a Recall Claim (RC) must be submitted using the following information:

| Recall Code | Labor Operation | Description               | Labor Hours       |
|-------------|-----------------|---------------------------|-------------------|
| WRA24       | A100-579        | WRA-24 ODS SENSOR KIT R&R | 1.1 (manual seat) |
|             |                 |                           | 0.9 (power seat)  |

- If the vehicle is part of the WRA-24 recall and the retailer was sent a seat bottom, then a Recall Claim (RC) must be submitted using the following labor operation:

| Recall Code | Labor Operation | Description               | Labor Hours |
|-------------|-----------------|---------------------------|-------------|
| WRA24       | A100-576        | WRA-24 ODS SEATBOTTOM R&R | 0.9         |

4. Please direct any inquiries as follows:

- If you have questions regarding the status of your QMR, please refer to the QMR itself, specifically the status on the QMR.

- i. If the QMR is in a “Pending Review” status, then it has been received but has not been reviewed yet. The status will be updated once the QMR has been reviewed.
  - If the status of the QMR is “No Action Needed”, then either the PICs have placed an order for the seat bottom (which can be viewed in RPM), or you will be notified via phone or email of information that was missing from the QMR.
- Additional inquiries should be directed to the Subaru Claims Helpline at: 866-782-2782, option 2.

**Appendix 2 - WRA-24 vehicle in an “Open Remedy not yet available” status that has the SRS light illuminated with DTC other than B1788**

Technicians should refer to the applicable service manual and perform diagnostics, noting all key steps and results. A QMR should be submitted as outlined below.

Currently, we have a limited supply of seat bottoms, which includes the ODS sensors, available for customers who experience an ODS failure (the SRS lamp is illuminated) prior to the recall part becoming available. There are three seat bottom assembly part numbers, depending on model applicability, for the 2020-2022 MY Legacy and Outback models affected by this recall:

64139AN00A CUSHION AY OCPANTRH

64139AN01B CUSHION AY OCPANTRH

64139AN02B CUSHION AY OCPANTRH

To ensure adequate inventory of these parts is available for customers that are experiencing an ODS sensor failure, these part numbers are restricted from retailer ordering. Therefore, the following process must be followed to obtain one of these parts. Failure to adhere to these instructions may result in a delay.

**NOTE: The QMR instructions below must be followed to ensure you receive a response within one business day. This includes completing the QMR with the correct coding and including all requested information in the appropriate format. Failure to do so will significantly delay the review process and potential part release.**

1. If technician’s diagnosis results in the seat bottom requiring replacement, a QMR must be submitted. The QMR should be coded using WRA as the failure code.

All QMR submissions should have the customer’s Concern, Cause, and Correction filled out with detail and contain the technician’s observations, diagnostics, and recommendation. If there are DTCs other than B1788, completed trouble tree results are required in the QMR. Squeaks and rattles should have video documentation and physical damage will require pictures. Secondary component failures such as power seat motors or seat position sensor failures will require completed diagnostics uploaded to the QMR.

Body shop orders should have a copy of the body shop repair order or proof of repair added to the QMR for documentation.

2. The QMR and required attachments will be reviewed by SOA and, if approved, a parts order for the appropriate remedy part will be placed by the Parts Information Coordinators (PICs) for your dealership.

**NOTE: Orders will only be placed only if a QMR is submitted with the required attachments and SOA is able to confirm the diagnosis of a defect requiring replacement of the seat bottom.**

3. Once the appropriate part is received and the vehicle has been repaired, please submit a claim using the following information:
  - If the vehicle is part of the WRA-24 recall and the retailer was sent a seat bottom, then a Recall Claim (RC) must be submitted using the following labor operation:

| <b>Recall Code</b> | <b>Labor Operation</b> | <b>Description</b>        | <b>Labor Hours</b> |
|--------------------|------------------------|---------------------------|--------------------|
| WRA24              | A100-576               | WRA-24 ODS SEATBOTTOM R&R | 0.9                |

4. Please direct any inquiries as follows:

- If you have questions regarding the status of your QMR, please refer to the QMR itself, specifically the status on the QMR.
  - i. If the QMR is in a “Pending Review” status, then it has been received but has not been reviewed yet. The status will be updated once the QMR has been reviewed.
  - ii. If the status of the QMR is “No Action Needed”, then either the PICs have placed an order for the seat bottom (which can be viewed in RPM), or you will be notified via phone or email of information that was missing from the QMR.
- Additional inquiries should be directed to the Subaru Claims Helpline at: 866-782-2782, option 2.

**Appendix 3- Seat bottom is needed for a non-WRA-24 affected vehicle or an unrelated service issue**

If the vehicle is not affected by the WRA-24 recall or has an unrelated service issue that requires a seat bottom, then a QMR is still required to obtain the seat bottom. Technicians should refer to the applicable service manual and perform diagnostics, noting all key steps and results. A QMR should be submitted as outlined below.

There are three seat bottom assembly part numbers, depending on model applicability, for the 2020-2022 MY Legacy and Outback models affected by this recall:

64139AN00A CUSHION AY OCPANTRH  
64139AN01B CUSHION AY OCPANTRH  
64139AN02B CUSHION AY OCPANTRH

To ensure adequate inventory of these parts is available for customers that are experiencing an ODS sensor failure, these part numbers are restricted from retailer ordering. Therefore, the following process must be followed to obtain one of these parts. Failure to adhere to these instructions may result in a delay.

**NOTE: These QMR instructions must be followed to ensure you receive a response to your QMR within one business day. This includes completing the QMR with the correct coding and including all requested information in the appropriate format. Failure to do so will significantly delay the review process and potential parts order.**

1. If the technician diagnosis results in one of the above seat bottoms requiring replacement, then a QMR must be submitted. The QMR should be coded using WRA as the failure code. All Service Manual diagnostics steps/results as well as the SSM data, if there was a DTC, should be attached to the QMR in .SEPF format with the VIN written to the data.

All QMR submissions should have the customer's Concern, Cause, and Correction filled out with detail and contain the technician's observations, diagnostics, and recommendation. If there are DTCs other than B1788, completed trouble tree results are required in the QMR. Squeaks and rattles should have video documentation and physical damage will require pictures. Secondary component failures such as power seat motors or seat position sensor failures will require completed diagnostics uploaded to the QMR.

Body shop orders should have a copy of the body shop repair order or proof of repair added to the QMR for documentation.

2. The QMR and required attachments will be reviewed by SOA and, if approved, a parts order for the appropriate seat bottom part will be placed by the PICs for your dealership.

**NOTE: Orders will only be placed only if a QMR is submitted with the required attachments and SOA is able to confirm the diagnosis of a defect requiring replacement of the seat bottom.**

3. Once the appropriate seat bottom part is received and the vehicle has been repaired, please submit a claim using the following information:
  - The seat bottom was replaced in a vehicle for reasons unrelated to the WRA-24 recall. Please refer to the Labor Time Guide for applicable coverage and claim coding.

4. Please direct any inquiries as follows:

- If you have questions regarding the status of your QMR, please refer to the QMR itself, specifically the status on the QMR.
  - i. If the QMR is in a “Pending Review” status, then it has been received but has not been reviewed yet. The status will be updated once the QMR has been reviewed.
    - If the status of the QMR is “No Action Needed”, then either the PICs have placed an order for the seat bottom (which can be viewed in RPM), or you will be notified via phone or email of information that was missing from the QMR.
- Additional inquiries should be directed to the Subaru Claims Helpline at: 866-782-2782, option 2.