

## **Chronology of Defect / Noncompliance Determination**

**Provide the chronology of events leading up to the defect decision or test data for the noncompliance:**

January 8, 2019: SUBARU CORPORATION (Subaru) received the first report of a vehicle experiencing disabled EPS assist. The report was from a transport truck driver who had just restarted the engine to load the vehicle for transportation. The loss of EPS assist occurred before the vehicle was in motion. Subaru requested part collection to begin a supplier investigation.

January 9, 2019: Subaru collected and shipped the part to the supplier for an investigation.

January 9-15, 2019: After the initial report, ten additional cases of vehicles experiencing disabled EPS assist were reported to Subaru. In all ten cases, the loss of EPS assist occurred shortly after engine restart and prior to driving the vehicle, similar to the circumstances outlined in the first report. All eleven cases, including the one that was reported on January 8, 2019, were reported while in Japan under manufacturer control.

January 11-28, 2019: The EPS control unit connector supplier received the collected part on January 11, 2019. The supplier conducted microscopic and material composition analyses of the failed connector. The supplier also reviewed the manufacturing process and the raw material composition history.

January 16, 2019: Subaru receives a first report regarding loss of EPS assist while the vehicle is in motion. Like previous occurrences, this was reported by a transport truck driver while the vehicle was in Japan under manufacturer control. As a result, all production and shipping of potentially affected vehicles was suspended.

January 21, 2019: Based on manufacturing records, Subaru determined that the potentially affected vehicles began production on December 28, 2018. Subaru of America placed a hold on all potentially affected vehicles. All vehicles were in the shipping process and had not arrived in the US, so the hold was placed at the ports-of-entry.

January 26, 2019: The first shipment of potentially affected vehicles arrived at a US port-of-entry.

January 28, 2019: The potentially affected vehicle list is expanded to include vehicles produced on December 27, 2018. This date coincides with the plant's receiving date of the potentially affected steering gearbox parts. The additional vehicles identified were placed on hold.

January 30, 2019: Subaru decided to conduct a safety recall in the Japan market, because some potentially affected vehicles had been sold.

February 4, 2019: Subaru of America will distribute the potentially affected vehicles to retailers (dealers) for repair. As a result, Subaru decided to issue a voluntary safety recall.