

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: October 17, 2019

NEW: IMMEDIATE STOP SALE/Safety Recall: WUQ-02 Impreza/Crosstrek Ignition Coil Reprogramming

Subaru of America, Inc. (Subaru) is recalling certain 2017-2020 model year Impreza and 2018-2019 Crosstrek vehicles due to improper Engine Control Module (ECM) programming. A total of 463,655 U.S. vehicles will be affected by this recall. **A small number of these units may still be in retailer inventory. Please be sure to check your inventory.**

Affected Vehicles

Model Year	Carline	Production Date Range
2017-2020	Impreza 4D	8/03/2016 - 6/19/2019
2017-2020	Impreza 5D	7/28/2016 – 6/21/2019
2018-2019	Crosstrek	5/09/17 – 5/08/2018

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. ***Information for STOP SALE vehicles is now available. VINs for retailed vehicles will be available within 24-48 hours.***

Reason for this Recall

Under certain circumstances, the ignition coil may be energized longer than designed after the engine is OFF. If the ignition coil remains energized for too long, the internal temperature of ignition coil may increase which could cause a short circuit and a blown fuse. 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.

Safety Risk

If a short circuit in the ignition coil 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.

Description of the Remedy

For all the potentially affected vehicles, Subaru retailers will reprogram the ECM and inspect the ignition coil at no cost. If ignition coil damage is found, the damaged ignition coil will be replaced with a new part at no cost. On vehicles with confirmed ignition coil damage, if a certain DTC is stored, Subaru will replace the front exhaust pipe at no cost. Please reference the WUQ-02 Product Campaign Bulletin on STIS, when available, for further details.

Service, Parts, and Claim Instructions

THE .PAK FILES NECESSARY FOR THIS REPAIR ARE NOT CURRENTLY AVAILABLE. FILES ARE EXPECTED TO BE AVAILABLE BY Wednesday, OCTOBER 23rd. For detailed service, parts, and claim information, please refer to the WUQ-02 Product Campaign Bulletin on STIS, when available.

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 \$21,000 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.

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, once they are available, to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, 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 within 60 days. Owners with a valid email address on file will also be notified by email. Retailers will be advised when the notification is scheduled.