

URGENT
IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below



Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WRE-21
NHTSA ID 21V-264
June 2021

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2017-2019 Impreza vehicles and 2018-2019 model year Crosstrek vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

This recall replaces Subaru's previous WUQ-02 ignition coil reprogramming recall issued in October 2019. **All** vehicles affected by the previous recall must return to complete the WRE-21 recall repair, even if the previous recall repair was completed.

REASON FOR THIS SAFETY RECALL

Subaru has determined that the ECM reprogramming was effective for vehicles that were repaired under previous recall WUQ-02. However, as a result of further analysis, Subaru has determined that all ignition coils should be replaced to prevent the condition described below.

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

SAFETY RISK

If a short circuit in the ignition coil occurs while the vehicle is in motion, the vehicle may experience a sudden loss of power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will check and, if necessary, update the electronic control module (ECM) programming, and replace all four ignition coils in your vehicle at no cost to you. Additionally, in the unlikely event that a certain diagnostic trouble code (DTC) is found, Subaru will replace the front exhaust pipe including the catalytic converter at no cost to you.

WHAT YOU SHOULD DO

As mentioned above, **all** vehicles affected by the previous recall must return to complete the WRE-21 recall repair, even if the previous recall repair was completed.

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time required for the ECM program check, DTC check, and ignition coil replacement is approximately one hour and ten minutes. However, if it is determined that the ECM needs to be reprogrammed, that reprogramming will require an additional twenty minutes.

In the unlikely event that a certain DTC is found, the front exhaust pipe including the catalytic converter will need to be replaced. That replacement, if necessary, will require an additional fifty minutes.

Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

For your convenience, your retailer may provide you with a loaner or rental vehicle, at no cost to you, until the repair is complete.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

CALIFORNIA REGISTERED OWNERS

The California Air Resources Board requires that emission related campaigns be completed prior to California's vehicle registration renewal process; without this repair, you will not be able to register your vehicle during your next annual registration. Upon completion of this campaign, your California dealer will complete and provide you a "Proof of Correction Certificate." If required, present the certificate to the California Department of Motor Vehicles (the "DMV") when renewing your California registration as proof of campaign completion. If the DMV does not request the certificate, we recommend that you keep it for your records.

In addition, the State of California requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. ***Without the repair we are providing at no charge, your vehicle may not pass this test.***

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this coverage, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer Advocacy Department, Attention: WRE-21 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wre21.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION