

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: August 30, 2021

***URGENT* New Safety Recall: WRI-21 Front Lower Control Arm Improper Weld**

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2021 model year Impreza vehicles in which the left front lower control arm may have an improper weld.

Description of the Defect and Safety Risk

The affected vehicles may be equipped with a left front lower control arm with an improper weld near a connection joint between the lower control arm and the crossmember. An improper weld in this location may lead to a partial separation of the lower control arm from the crossmember. If this partial separation occurs, the tire could contact the wheel well structure.

If the lower control arm partially separates from the crossmember while driving, the tire could contact the wheel well structure, resulting in a loss of vehicle control and in increased risk of a crash.

Affected Vehicles

A total of 802 U.S. vehicles will be affected by this recall, as listed below:

| Model Year | Carline | Production Date Range |
|------------|---------|-----------------------------------|
| 2021 | Impreza | February 25, 2021 – March 9, 2021 |

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. This information is now available.

On Tuesday, August 31, affected vehicle information for this recall based on the selling retailer will be available through the ‘Recall Affected VIN List’ function located on subarunet.com under ‘Recalls & Campaigns.’

Owner Notification

The affected vehicle owners will be advised that the vehicle should not be driven until it can be inspected by an authorized Subaru retailer.

Subaru will notify affected vehicle owners by first class mail and email on Friday, September 3.

Starting on Tuesday, August 31, we urge you to use the 'Affected VIN List' on subarunet to immediately contact your customers by phone to inform them of this recall and to immediately schedule an appointment for inspection.

Your affected customers should be notified as follows:

"We are calling to inform you that your vehicle has been identified as potentially having a manufacturing defect impacting the safety of the vehicle's left front suspension system. We would like you to make an appointment as soon as possible to get your vehicle inspected and to determine if a repair involving the installation of replacement parts is necessary. If replacement parts are necessary, we will make a loaner car available at no charge to you."

Service, Parts, and Claim Instructions

The WRI-21 Product Campaign Bulletin will be posted to STIS later this week, which will include the inspection procedure required for this recall. Until the WRI-21 bulletin is available, please use the inspection procedures below to determine if the left lower control arm in the vehicle contains the specific affected LOT number **12171** described below.

The inspection of the Left Front Control Arm can be performed with the vehicle on the ground, which means there is an opportunity to send a technician to perform this inspection remotely.

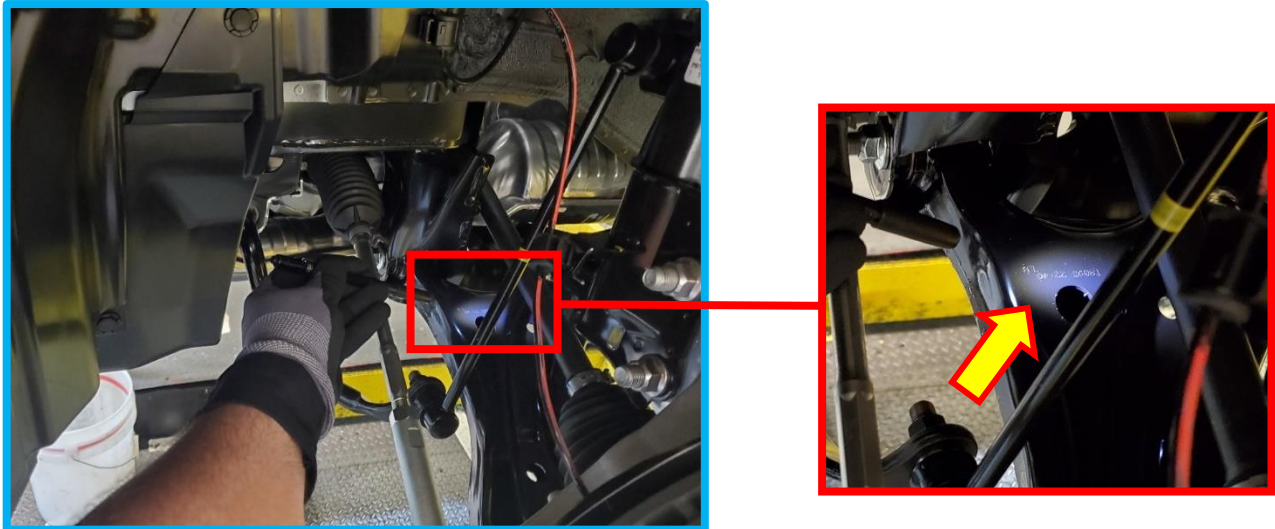
Inspection Procedures:

The identification of an affected left front lower control arm can be verified by locating and recording the stamped LOT Number located on the top of the arm. If LOT Number **12171** is found, the Left Front Lower Control Arm **MUST** be replaced. If any other LOT number is found, no additional work is necessary.

STEP 1): Turn the steering wheel to the left full lock position and view behind the tire.

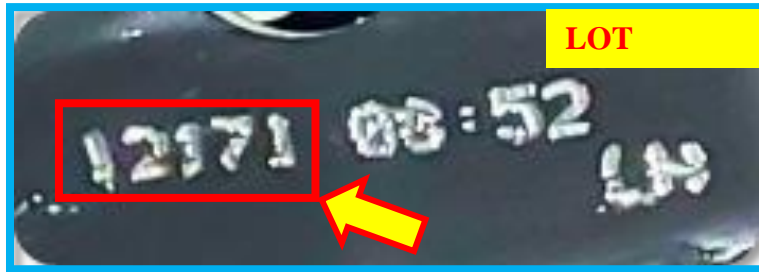


STEP 2): Locate the LOT Number located the top section of the arm.



STEP 3): Verify and record the LOT number with a photograph. A photograph can be taken with the wheel in the left full lock position.

IMPORTANT NOTE: A photograph **MUST** be submitted for Warranty Claim Reimbursement.



EXAMPLE:
 LOT Number **12171** is shown

STEP 4): Is LOT Number **12171** shown on the Left Front Lower Control Arm?

YES: The Control Arm **MUST** be replaced, please refer to the WRI-21 Product Campaign Bulletin for further instruction.

NO: There is no further work needed. Submit a claim for inspection only, as listed below.

Claim Entry Information – Inspection Only:

For vehicles that do not require replacement of the left front lower control arm, use the following claim entry information:

| Labor Description | Claim Type | Labor Operation # | Labor Time | Fail Code |
|--|------------|-------------------|------------|-----------|
| LEFT FRONT CONTROL ARM INSPECTION ONLY | RC | A111-408 | 0.2H | WRI-21 |

For vehicles that do require replacement of the front left lower control arm, please refer to the WRI-21 Product Campaign Bulletin for further instruction.

Remote Inspection Reimbursement Procedures

Retailers may utilize a SSLP or CPO vehicle for Technicians to drive to a customer’s home to complete the recall inspection onsite. SOA will allow a \$50 reimbursement of one SSLP/CPO vehicle per day, per technician, when completing multiple mobile recall inspections.

CPO Rental Reimbursement for remote inspection

When a CPO vehicle is being used for a remote inspection, a Repair Order should be opened for the CPO VIN for the day in use. Service Manager, Service Director or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the CPO vehicle. The CPO vehicle will be reimbursed at \$50 per day, once per day. Fuel is not included.

Please use the guide below when submitting your claim:

- *VIN:* The claim should be entered using the CPO VIN used by the technician.
- *Claim Type:* Policy Adjustment
- *Alternate Transportation:* Enter \$50 in Alternate Transportation area in the claim.
- *Claim Specific Data:* SOA Amount field= enter \$50
Customer Last name: enter CPO
Customer Zip Code- use retailer zip code
- *Claim Notes:* The claim notes *must* include the RO#, Job, VIN and Recall Claim ID for each customer repair completed that day.
- *Please use the labor operation and fail code information below:*

| Labor Operation # | Labor Description | Labor Time | Fail Code |
|-------------------|-------------------|------------|-----------|
| A101-102 | Rental Only | 0.0 | RNT-00 |

****NOTE:** If Technician finds lot number **12171** upon their inspection, towing should be arranged to get the vehicle into the retailer for replacement of the left front lower control arm. While the retailer can work with the customer to provide a loaner vehicle, a CPO vehicle cannot be used by a customer as a loaner vehicle.

SSLP Rental Reimbursement for remote inspection

When a SSLP vehicle is being used for a remote inspection, a Repair Order should be opened for the SSLP VIN for the day in use. The Service Manager, Service Director, or their designee must sign repair order in lieu of a customer signature. Record VINs repaired while using the SSLP vehicle. The SSLP vehicle will be reimbursed at \$50 per day, once per day. Fuel is not included.

Please use the guide below when submitting your claim:

- *VIN:* The claim should be entered using the SSLP VIN used by the Technician.
- *Claim Type:* Policy Adjustment
- *Alternate Transportation:* Enter \$50 in Alternate Transportation area in the claim.
- *Claim Specific Data:* SOA Amount field= enter \$50
Customer Last name: enter SSLP

Customer Zip Code- use retailer zip code

- *Claim Notes:* The claim notes *must* include the RO#, Job, VIN and Recall Claim ID for each customer repair completed that day.
- *Please use the labor operation and fail code information below:*

| Labor Operation # | Labor Description | Labor Time | Fail Code |
|-------------------|-------------------|------------|-----------|
| A101-102 | Rental Only | 0.0 | RNT-00 |

****NOTE:** If Technician finds lot number **12171** upon their inspection, towing should be arranged to get the vehicle into the retailer for replacement of the left front lower control arm. The SSLP vehicle can be left with the customer as a loaner vehicle.

Please be aware of the following SSLP Administration Requirements under this Program:

- An SSLP Service loaner contract must be opened in WebDrive when a retailer is using it for remote inspection or when left with a customer to be used when additional repair is necessary.
- Customers must sign SSLP loaner contract for any SSLP vehicles left in their possession.
- Each Service loaner contract opened and closed will count towards overall SSLP retailer incentive utilization and individual vin utilization.
- The retailer must utilize Subaru SSLP vehicles; rental units from outside rental companies (i.e.: Enterprise, Hertz, etc.) are not eligible for the \$50 per day reimbursement.

Retailer Responsibility

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.

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.