

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: October 6, 2021

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

On August 30, 2021, Subaru of America, Inc. initiated a new safety recall for certain 2021 model year Impreza vehicles in which the left front lower control arm may have an improper weld.

Reminder #1

Owner Notification

The affected vehicle owners have been notified by first class mail and email this urgent safety recall, and were advised that the vehicle ***should not be driven*** until it can be inspected by an authorized Subaru retailer.

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.

The affected VIN list information is located on subarunet.com under 'Recalls & Campaigns' / 'Recall Affected VIN List.'

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."

Reminder #2

Claim Submission

When submitting an inspection or replacement WRI21 claim, ***clear photos of the LOT number from the top of the front lower control arm MUST be included***. Failure to include a photo will result in the claim being returned to you for this information.

If you have any questions, please contact your District Parts and Service Manager.

Thank you for your cooperation in completing this urgent safety recall.