



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

December 14, 2021

Ms. Mary Jo James  
Campaign Manager  
Subaru of America, Inc.  
One Subaru Drive  
Camden, NJ 08103

NEF-107SS  
21V-954

**Subject:** Tie Rods May Separate

Dear Ms. James:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

SUBARU/ASCENT/2020

**Mfr's Report Date:** December 9, 2021

**NHTSA Campaign Number:** 21V-954

**Components:**

STEERING:LINKAGES:TIE ROD ASSEMBLY

**Potential Number of Units Affected:** 1,305

**Problem Description:**

Subaru of America, Inc. (Subaru) is recalling certain 2020 Ascent vehicles. Due to an incorrect tapered hole in the housing, the front tie rod ends may not fit properly. The improper fit can result in the tie rods and housings being deformed during assembly and service replacement if excessive torque is applied.

**Consequence:**

The tie rods may separate from the housing, causing a loss of steering control and increasing the risk of a crash.

**Remedy:**

Dealers will replace the left and right front tie rod ends and housings, free of charge. Owner notification letters are expected to be mailed February 7, 2022. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRL-21.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Subaru of America, Inc.'s contact for this recall will be Sarah Shiver who may be reached by email at [sarah.shiver@dot.gov](mailto:sarah.shiver@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement