



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations Department  
**Date:** February 23, 2022  
**Re:** WRK-21 CVT Chain Guide Breakage Recall - Customer communications and rental

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The purpose of this communication is to assist retailers in responding to customer questions regarding the WRK-21 recall until the remedy repair is available.

Customers owning vehicles affected by the WRK-21 CVT Chain Guide Breakage recall were sent an interim owner notification letter on 2/7/22, (see Appendix A and B for customer letters).

If a customer reaches out with questions related to the WRK-21 safety recall, it is important to first confirm applicability of the customer's VIN and then, if the vehicle is included in this safety recall, to understand whether the customer is currently experiencing an issue with the operation of their vehicle.

To ensure consistent messaging to our customers, and to avoid misinformation, please ensure your customer-facing personnel have reviewed and are conveying the following points:

- **For customers not experiencing an issue with the operation of their vehicle:**  
If the customer is not currently experiencing an issue with their vehicle, then please inform the customer that the remedy is not yet available and to notify you in the event anything changes with the operation of their vehicle. Subaru of America is in the process of acquiring the tools and reprogramming files necessary for retailers to perform the recall repair. Once the repair is available, Subaru of America will contact all affected owners again by first class mail advising them to schedule an appointment for the WRK-21 recall repair.
- **For customers is experiencing an issue with the operation of their vehicle:**  
If the customer is experiencing an issue with their vehicle, then the issue should be addressed by an authorized Subaru retailer accordingly. If the customer expresses a concern with an abnormal sound they are hearing and/or feels an unusual vibration while driving, as described in TSB 16-132-20R, then please follow the service procedure information outlined in that bulletin. **The service procedure outlined in TSB 16-132-20R is not a substitute for the recall remedy repair**, and the customer will need to return for the recall remedy once it becomes available. However, the service procedure outlined in the bulletin should help resolve the operational concerns the customer may be experiencing. Once the recall repair is available, Subaru of America will contact all affected owners again by first class mail advising them to schedule an appointment for the WRK-21 recall repair. As described in the interim owner notification letter, the repair will include the following:
  - Subaru retailers will reprogram the TCU.
  - The historical TCU data will be analyzed for chain slip characteristics and/or the chain guide will be visually inspected.
  - If the vehicle is confirmed to have experienced drive chain slip or if the chain guide is damaged, the transmission assembly will be replaced.

All recall remedy repairs necessary will be completed at no cost to the customer.

- **For customers expressing concern about driving their vehicle as a result of this safety recall:**  
If a customer expresses concern about driving their vehicle until the safety recall can be performed, then the customer can be offered an SSLP vehicle or a third-party rental vehicle per Claims Policies and Procedures. If you are placing an affected owner into an SSLP or rental vehicle, you must follow the steps outlined below to submit for a rental pre-authorization. Subaru of America will reimburse up to \$50 a day for a rental vehicle, as described in the Claims Policies and Procedures.

**Rental pre-authorization process**

When submitting a rental pre-authorization, in addition to the VIN, repair order and job information, please use the following coding:

Authorization Reason: Extended Rental- Service Capacity

Claim Type: Recall Campaign

Repair code: WRK-21

Labor operation: 101102 for 0 hours

Claim Specific information: Depending on the type of rental vehicle provided to the customer, add SSLP or 3<sup>rd</sup> party rental of \$50 to the pre-authorization.

Please include a copy of the RO and rental agreement in the attachments tab of the authorization.

**Should you have any questions, please contact the Claims Team at 866-782-2782.**

**APPENDIX A- WRK-21 Owner Interim notification letter (not affected by WUV-07)**

**URGENT**

**IMPORTANT SAFETY RECALL**

**This notice applies to the VIN below**



**Subaru of America, Inc.**

P.O. Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
[www.subaru.com](http://www.subaru.com)

**Subaru Safety Recall WRK-21  
NHTSA Recall ID 21V-955  
February 2022**

**Interim Notification**

**Dear Subaru Owner:**

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

Subaru of America, Inc. (Subaru) has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Ascent vehicles and certain 2020 Legacy and Outback vehicles.

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

**DESCRIPTION OF THE DEFECT AND SAFETY RISK**

Due to a programming error in the transmission control unit (TCU), the drive chain may slip, resulting in breakage of the chain guide. If the drive chain guide breaks, resulting fragments could inhibit the shift select mechanism. If the vehicle continues operation with the drive chain slipping, over time the drive chain could break.

If the drive chain breaks while the vehicle is in motion, the vehicle may experience a loss of motive power, increasing the risk of a crash.

**WHAT YOU SHOULD DO**

Subaru is in the process of acquiring the tools and reprogramming files necessary to perform this repair and expects to have a sufficient supply available in May. Once the repair is available, Subaru will contact you again by mail advising you to proceed with scheduling an appointment with your Subaru retailer (dealer).

**WHAT SUBARU WILL DO**

Once the tools and reprogramming files are available to perform this repair, your Subaru retailer will reprogram the TCU. The historical TCU data will be analyzed for chain slip characteristics and the chain guide will be visually inspected. If the vehicle is confirmed to have experienced drive chain slip or if the chain guide is damaged, the transmission assembly will be replaced. All remedy repairs necessary will be completed at no cost to you.

## **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](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

## **IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, 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-Retailer Services Department, Attention: WRK-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](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrk21.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Customer Support"
- 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-Retailer Services 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: 1-800424-9153) or go to <http://www.safercar.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 once you are notified that the remedy is available.

Sincerely,

Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*

**APPENDIX B: WRK-21 Letter for owners with vehicle also affected by WUV-07**

**URGENT**

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Subaru of America, Inc. (Subaru) has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2020 model year Ascent vehicles and certain 2020 Legacy and Outback vehicles.

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

This recall replaces Subaru's previous WUV-07 recall issued in January 2020 for certain 2019 model year Ascent vehicles. Vehicles affected by the previous recall must return to complete the WRK-21 recall repair, even if the previous recall repair was completed.

**DESCRIPTION OF THE DEFECT AND SAFETY RISK**

Due to a programming error in the transmission control unit (TCU), the drive chain may slip, resulting in breakage of the chain guide. If the drive chain guide breaks, resulting fragments could inhibit the shift select mechanism. If the vehicle continues operation with the drive chain slipping, over time the drive chain could break.

If the drive chain breaks while the vehicle is in motion, the vehicle may experience a loss of motive power, increasing the risk of a crash.

**WHAT YOU SHOULD DO**

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

Subaru is in the process of acquiring the tools and reprogramming files necessary to perform this repair and expects to have a sufficient supply available in May. Once the repair is available, Subaru will contact you again by mail advising you to proceed with scheduling an appointment with your Subaru retailer (dealer).

## **WHAT SUBARU WILL DO**

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For additional information, please go to: <http://www.wrk21.service-campaign.com>.

If you need additional assistance, please contact us directly:

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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-Retailer Services Department  
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