



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

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below

Subaru Safety Recall WRK-21
NHTSA Recall ID 21V-955
August 2022

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 previously received a letter informing you of this recall, stating that the tools and reprogramming files necessary to perform this repair were not yet available.

This letter is to inform you that the tools and reprogramming files are now available.

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

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.

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

WHAT SUBARU WILL DO

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.

Additionally, in cases where the CVT transmission assembly is not replaced as part of this recall, Subaru will extend the Powertrain Limited Warranty as it applies to the CVT specific to the chain slip condition. The extended coverage period will run from the vehicle's original warranty start date and end after ten (10) years or one hundred thousand (100,000) miles, whichever comes first. The extension will be applied only after the recall repair is completed and will cover replacement of a CVT assembly failed as a result of CVT chain slip only once during the 10 years / 100,000 miles parameters of this extension.

HOW LONG WILL THE REPAIR TAKE?

The time required for this repair will vary depending on the services required. The repair time will range from approximately one hour up to approximately six hours if the transmission needs to be replaced. 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 go to <https://www.subaru.com/support/customer-support.html> to send us your information.

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 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 Advocacy 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 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 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 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.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 to have this repair performed.

Sincerely,
Subaru of America, Inc.