

# Part 573 Safety Recall Report

## 22V-907

**Manufacturer Name :** Subaru of America, Inc.

**Submission Date :** DEC 08, 2022

**NHTSA Recall No. :** 22V-907

**Manufacturer Recall No. :** WRL-22



### Manufacturer Information :

**Manufacturer Name :** Subaru of America, Inc.

**Address :** One Subaru Drive

Camden NJ 08103

**Company phone :** 844-373-6614

### Population :

**Number of potentially involved :** 271,694

**Estimated percentage with defect :** 1 %

### Vehicle Information :

**Vehicle 1 :** 2019-2022 Subaru Ascent

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** -Description of the issue:

An improperly fastened ground terminal for the Positive Temperature Coefficient (PTC) heater may result in the melting of the ground terminal and surrounding components when the PTC heater is in operation.

The basis for how the recall population was determined:  
Potentially affected vehicles were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall:  
Vehicles not included in this recall were assembled with a properly fastened ground bolt.

**Production Dates :** FEB 23, 2018 - APR 28, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

### Description of Defect :

**Description of the Defect :** The ground bolt that secures the ground terminal of the PTC heater may have been improperly fastened during the assembly process. As a result, when the PTC heater is in operation, electrical resistance may increase, leading to the generation of heat. If the contact surface between the ground terminal and ground bolt is sufficiently limited, the excessive heat generated could result in melting the ground terminal and surrounding components.

**FMVSS 1 :** NR

FMVSS 2 : NR

Description of the Safety Risk : If the ground terminal melts, there is an increased risk of a fire.

Description of the Cause : Obscured access to the ground point may not have allowed the ground bolt to achieve a proper tightness during production assembly.

Identification of Any Warning that can Occur : Owners may notice a burning smell and/or smoke from under the driver's side instrument panel area.

## Involved Components :

Component Name 1 : SCREW

Component Description : TAPPING SCREW - HEXAGON HEAD

Component Part Number : 904580002

## Supplier Identification :

### Component Manufacturer

Name : Subaru

Address : NR

NR

Country : NR

## Chronology :

January 9, 2020 - Air tools introduced to the production line (replacing battery tool)

January 11, 2020 - Subaru received the first technical report exhibiting smoke from the driver's side interior cabin

September 29, 2021 - Subaru received the first technical report involving fire damage. While a vehicle inspection identified the area of origination, a root cause could not be determined due to the significant damage caused by the fire.

February 24, 2022 - Subaru received the first technical report exhibiting smoke on a vehicle produced after the Jan 9, 2020 tool change

April 29, 2022 - Subaru changed line tooling to DC tools capable of detecting torque and rotation angle

May 2022 - Subaru received the first technical report from the U.S. market involving fire damage on a vehicle produced after the Jan 9, 2020 tool change.

May-July 2022 Subaru conducted testing and evaluation to determine the specific conditions required to generate the heat necessary to cause the melting conditions being observed. It was determined that contact surface area was the primary condition. Low torque was a secondary condition.

August 15-30, 2022 - Subaru conducted a field evaluation study to understand the potential scope of the issue

beyond the few incidents that were reported.

December 1, 2022 – Out of an abundance of caution, Subaru decided to conduct a voluntary safety recall.

Subaru is only aware of 11 technical reports in the U.S. market. Subaru is not aware of any crashes or injuries resulting from this condition.

## Description of Remedy :

Description of Remedy Program : For all the affected vehicles, Subaru dealers will replace the PTC heater ground bolts and, if necessary, replace the ground wire and the connector holder.

- As a precautionary measure, it is highly recommended that owners park their vehicle away from any garage, car port or other structure until this repair is completed.
- Additionally, owners should never leave the vehicle unattended while the engine is running until this repair is completed.
- If an owner notices or smells smoke coming from the dash or driver's footwell area, the ignition should be placed in the "off" position and the vehicle should not be operated. If this occurs, the owner should immediately contact Subaru's Roadside Assistance or the nearest Subaru dealer for assistance.

Subaru will provide reimbursement to owners for repairs according to the general plan submitted in May 2022.

How Remedy Component Differs from Recalled Component : NA

Identify How/When Recall Condition was Corrected in Production : The recall condition was corrected in production on April 29, 2022. The tightening tool for the PTC heater ground bolt has been updated to prevent incomplete tightening and the potential cross-threading of the grounding bolts.

## Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to occur by December 12, 2022. Owner notification is scheduled to begin on or about February 6, 2023.

Planned Dealer Notification Date : DEC 12, 2022 - DEC 12, 2022

Planned Owner Notification Date : FEB 06, 2023 - FEB 06, 2023

\* NR - Not Reported