

**From:** Subaru of America <updates@info.subaru.com>

**Sent:** Thursday, March 16, 2023 10:09 AM

**To:** XXXXX

**Subject:** IMPORTANT SAFETY RECALL: WRL-22

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# URGENT IMPORTANT SAFETY RECALL

VIN: XXXXXXXXXXXXXXXXXXXX

Subaru Safety Recall WRL-22  
NHTSA ID 22V-907

Dear XXX,

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

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2019-2022 model year Ascent vehicles.

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

### **DESCRIPTION OF THE DEFECT AND SAFETY RISK**

The ground bolt that secures the ground terminal of the Positive Temperature Coefficient (PTC) heater may have been improperly fastened during vehicle production. This potential condition may result in the melting of the ground terminal and surrounding components when the PTC heater is in operation, increasing the risk of a fire.

### **WHAT SUBARU WILL DO**

Subaru will replace the PTC heater ground bolts and, if necessary, replace the ground wire and connector holder at no cost to you.

### **WHAT YOU SHOULD DO**

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

- As a precautionary measure, it is highly recommended that you park the vehicle away from any garage, car port or other structure until this repair is completed.
- Additionally, you should never leave the vehicle unattended while the engine is running until this repair is completed.
- If you notice or smell 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, you should immediately contact Subaru's Roadside Assistance at 1-800-261-2155 or the nearest Subaru retailer for assistance.

## HOW LONG WILL THE REPAIR TAKE?

The time required for this repair is less than one hour. However, 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.

## 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.

## **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: WRL-22 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 <http://www.subaru.com> and select [Find a Retailer](#).

For additional information, please go to: <http://www.wrl22.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [Customer Support](#) on Subaru website
  
- 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 as soon as possible.

Sincerely,

**Subaru of America, Inc.**

*A subsidiary of SUBARU CORPORATION*

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at [subaru.com/customer-support.html](http://subaru.com/customer-support.html), or call (800) 782-2783.

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