

# Part 573 Safety Recall Report

# 23V-080

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

**Submission Date :** MAR 14, 2023

**NHTSA Recall No. :** 23V-080

**Manufacturer Recall No. :** WRD-23



## 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 :** 8,413

**Estimated percentage with defect :** 13 %

## Vehicle Information :

**Vehicle 1 :** 2019-2022 Subaru Crosstrek Hybrid

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** HYBRID ELECTRIC

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

The harness terminal that supplies low-voltage power from the converter to the 12V battery may corrode, and over time, could cause the terminal to break. If the terminal breaks, the 12V battery may not recharge as a result of this condition.

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 produced with a terminal mounting bracket that includes an insulating coating.

The recall population includes 2019-2022 model year Crosstrek Hybrid vehicles. The number of potentially affected vehicles is 8,413.

**Production Dates :** NOV 16, 2018 - APR 08, 2022

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

## Description of Defect :

**Description of the Defect :** The harness terminal that supplies low-voltage power from the converter to the 12V battery may corrode, and over time, could cause the terminal to break.

**FMVSS 1 :** NR

**FMVSS 2 :** NR

**Description of the Safety Risk :** If the harness terminal breaks and the 12V battery is unable to recharge, the vehicle may experience a loss of motive power, increasing the risk of a crash.

**Description of the Cause :** Subaru's design did not appropriately protect the connection from the external environment, given the location and orientation of this connection. As a result, electrolytic corrosion given exposure to road salts may weaken the terminal structure causing the terminal to break or lose connection.

**Identification of Any Warning that can Occur :** A dashboard warning light will illuminate.

## Involved Components :

**Component Name 1 :** HV CORD AY PHV

**Component Description :** Harness for 12V battery

**Component Part Number :** 82642FL000/001

## Supplier Identification :

### Component Manufacturer

**Name :** Subaru

**Address :** NR

NR

**Country :** NR

## Chronology :

March 2021 - Subaru received a technical report indicating an abnormal drain of the 12V battery. Corrosion was noted and replacing the 12V battery harness corrected the condition.

May 2021 - Subaru received an additional technical report involving an alleged loss of motive power while driving.

June 2021 - Subaru opened an investigation into the root cause and further preventive measures.

April 2022 - Countermeasures were introduced to the vehicle manufacturing line.

May 2022 - January 2023 - Subaru continued to monitor reporting from the market. No additional technical reports were received during this period.

February 7, 2023 - Based on a trend analysis of warranty data, the occurrence frequency is expected to significantly increase over the next five years, and out of an abundance of caution, Subaru decided to conduct a voluntary safety recall.

Based on best engineering judgement, Subaru is aware of 9 technical reports (occurring March 2021 – November 2021) and 99 warranty claims (reviewed from Start of Production through January 2023) 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 affected vehicles, Subaru dealers will replace the converter terminal mounting bracket with a new bracket with improved isolation. If there is no corrosion found on the terminals of the 12V output harness, a protective rubber cap will be installed on the terminals. If corrosion is found on the terminals, Subaru dealers will replace the 12V output harness, including the terminals, with a new one.

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

**How Remedy Component Differs from Recalled Component :** An improved bracket is manufactured with an insulating coating and a protective cap is added to the terminal to mitigate exposure to road salt.

**Identify How/When Recall Condition was Corrected in Production :** The recall condition was corrected in production on April 6, 2022.

## Recall Schedule :

**Description of Recall Schedule :** Dealer notification occurred on February 15, 2023. An interim owner notification is scheduled to begin before April 14, 2023. Final owner notification will occur once Subaru has provided all retailers with the necessary training and tools, which is estimated before July 2023.

**Planned Dealer Notification Date :** FEB 15, 2023 - FEB 15, 2023

**Planned Owner Notification Date :** APR 14, 2023 - APR 14, 2023

\* NR - Not Reported