

IMPORTANT SAFETY RECALL

This notice applies to the VIN below



SUBARU

Subaru of America, Inc.

P.O. Box 9103

Camden, NJ 08101-9877

844-373-6614

www.subaru.com

Subaru Safety Recall WRH-23

NHTSA Recall ID 23V-258

May 2023

Dear Subaru Owner:

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 2023 model year Ascent vehicles equipped with 20-inch wheels.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle may be equipped with tires that were damaged during the wheel mounting and assembly process. A misaligned bead guide arm on the tire mounting equipment may have caused excessive stress on the tire bead during mounting, possibly causing damage to the internal structure of the tire.

Internal damage to the tire bead may lead to structural failure of the tire and rapid tire deflation, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will remove and replace all four tires with new ones at no cost to you.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The time required for this repair is one hour. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

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 <https://www.subaru.com/support/customer-support.html>.

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: WRH-23 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.wrh23.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: <https://www.subaru.com/support/customer-support.html>

- 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.