



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 7, 2023

Mr. Nick Aplin
Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103

NEF-107DR
23V-392

Subject: Ball Joint May Separate from Lower Control Arm

Dear Mr. Aplin:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SUBARU/ASCENT/2023

Mfr's Report Date: June 1, 2023

NHTSA Campaign Number: 23V-392

Components:

SUSPENSION:FRONT:CONTROL ARM:LOWER ARM

Potential Number of Units Affected: 5

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2023 Ascent vehicles. The left or right front lower control arm may have an improperly tightened ball joint castle nut which can result in retention pin failure and separation of the ball joint from the lower control arm.

Consequence:

Ball joint separation while the vehicle is in motion can cause a loss of vehicle control, increasing the risk of a crash.

Remedy:

Dealers will inspect and, if necessary, replace the lower control arm, free of charge. Owner notification letters are expected to be mailed June 30, 2023. Owners may contact Subaru's customer service at 1-844-373-6614. Subaru's number for this recall is WRJ-23.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please be reminded of the following requirements:



You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Subaru of America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at darishea.rollins@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement