

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: December 18, 2023

UPDATE Safety Recall: WRM-23 Rear Turn Signal Illumination Failure

Service, Parts, and Claim Instructions

Please be advised that parts are now available for this safety recall. For detailed service, parts, and claim instructions, please refer to the WRM23 Product Campaign Bulletin which will be available on STIS tomorrow, December 19.

The WRM23 recall coverage status for the affected VINs will also be updated to 'Open' to allow repairs to begin on affected vehicles presented for other services prior to owner re-notification.

Owner Re-Notification

Subaru previously notified affected vehicle owners of this recall by first class mail on October 27, 2023 with an interim owner notification letter. Affected vehicle owners will be re-notified by first class mail on January 8, 2024, to advise them that parts are now available, and to schedule an appointment for the WRM23 recall repair. A copy of the re-notification letter will be included in the bulletin.

Background

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2022 model year BRZ vehicles.

Description of the Defect and Safety Risk

The affected vehicles may be equipped with rear combination lamp assemblies where the turn signal may become temporarily inoperable. If the rear turn signal lamps become inoperable, other road users may not realize that the rear turn signal or the rear hazard lights have been activated, increasing the risk of a crash.

Remedy

For all affected vehicles, Subaru retailers will replace both rear combination lamp assemblies with assemblies containing an improved circuit, at no cost to the customer.

Affected Vehicles

A total of 3,214 U.S. vehicles will be included in this recall as listed below. Not all vehicles in the production range listed below are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

Model Year	Carline	Production Date Range
2022	BRZ	June 30, 2021 – April 19, 2022

Retailer Responsibility

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$26,315 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

SAMPLE INTERIM OWNER NOTIFICATION LETTER

Dear Subaru Owner:

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

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2022 model year BRZ vehicles.

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

DESCRIPTION OF THE DEFECT

The vehicles included in this recall may be equipped with rear combination lamp assemblies where the rear turn signals may become temporarily inoperative.

SAFETY RISK

If the rear turn signals become inoperative, other road users may not realize that the rear turn signal or the rear hazard lights have been activated, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru is in the process of acquiring the parts to perform this repair and expects to have a sufficient supply available in December. Once parts are available, Subaru will send you a follow up letter, and will replace both rear combination lamp assemblies at no cost to you.

WHAT YOU SHOULD DO

Once you receive the follow up letter stating that parts are available, please contact your Subaru retailer (dealer) to schedule an appointment for this repair. If you find that the turn signal indicator light is blinking rapidly, please have your vehicle inspected by your Subaru retailer.

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: WRM-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.wrm23.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- 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.NHTSA.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.