

# Part 573 Safety Recall Report

# 23V-754

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

**Submission Date :** DEC 14, 2023

**NHTSA Recall No. :** 23V-754

**Manufacturer Recall No. :** WRP-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 :** 4,701

**Estimated percentage with defect :** 1 %

## Vehicle Information :

**Vehicle 1 :** 2024-2024 Subaru Crosstrek

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** SUV

**Power Train :** GAS

**Descriptive Information :** -Description of the issue: The affected vehicles may be equipped with a front drive shaft assembly with an outer race that could crack.

-The basis for how the recall population was determined: Vehicles potentially equipped with the affected front drive shaft assemblies were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with properly manufactured front drive shaft assemblies are not affected.

The recall population includes certain 2024 model year Crosstrek vehicles. The number of potentially affected Crosstrek vehicles is 2,862.

**Production Dates :** SEP 05, 2023 - SEP 13, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2024-2024 Subaru Impreza

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

**Descriptive Information :** -Description of the issue: The affected vehicles may be equipped with a front drive shaft assembly with an outer race that could crack.

-The basis for how the recall population was determined: Vehicles potentially equipped with the affected front drive shaft assemblies were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with properly manufactured front drive shaft assemblies are not affected.

The recall population includes certain 2024 model year Impreza vehicles. The number of potentially affected Impreza vehicles is 474.

**Production Dates :** SEP 06, 2023 - SEP 16, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 3 : 2023-2024 Subaru Forester

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** -Description of the issue: The affected vehicles may be equipped with a front drive shaft assembly with an outer race that could crack.

-The basis for how the recall population was determined: Vehicles potentially equipped with the affected front drive shaft assemblies were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with properly manufactured front drive shaft assemblies are not affected.

The recall population includes certain 2023 and 2024 model year Forester vehicles. The number of potentially affected Forester vehicles is 671.

**Production Dates :** SEP 04, 2023 - SEP 14, 2023

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 4 : 2023-2023 Subaru WRX

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : -Description of the issue: The affected vehicles may be equipped with a front drive shaft assembly with an outer race that could crack.

-The basis for how the recall population was determined: Vehicles potentially equipped with the affected front drive shaft assemblies were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with properly manufactured front drive shaft assemblies are not affected.

The recall population includes certain 2023 model year WRX vehicles. The number of potentially affected WRX vehicles is 694.

Production Dates : SEP 01, 2023 - SEP 15, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : Cracks may occur in the outer race of the front drive shaft assemblies.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Over time, a cracked outer race could break, potentially resulting in loss of motive power. Additionally, if the outer race breaks, the vehicle may roll when parked if the parking brake is not applied. Both conditions increase the risk of a crash.

Description of the Cause : A hole in a water pipe caused a reduction in the flow rate of cooling water around the outer race during the heat treatment process on the supplier's manufacturing line, resulting in improper cooling to the inner surface of the race and causing quench cracking to the outer surface of the race.

Identification of Any Warning that can Occur : None

## Involved Components :

Component Name 1 : DRIVE SHAFT AY

Component Description : Drive Shaft Assy

Component Part Number : 28321FN000

Component Name 2 : DRIVE SHAFT AY

Component Description : Drive Shaft Assy

Component Part Number : 28321FN030

Component Name 3 : DRIVE SHAFT AY

Component Description : Drive Shaft Assy

Component Part Number : 28321SJ010

Component Name 4 : DRIVE SHAFT AY

Component Description : Drive Shaft Assy

Component Part Number : 28321VC020

## Supplier Identification :

### Component Manufacturer

Name : NTN Corporation

Address : 1578 Higashikaizuka, Iwata  
Shizuoka Foreign States 438-0037

Country : Japan

## Chronology :

August 30, 2023 – The supplier identified quench cracking on the outer diameter of the outer race during magnetic particle inspection. The supplier's initial findings indicated that there had been no outflow to Subaru.

September 14, 2023 – After a reevaluation of scope, the supplier determined that affected product had been shipped to Subaru. Subaru received information from the supplier indicating a crack on the surface of an outer race of the front drive shaft assembly. Subaru and the supplier initiated a joint study to determine the safety impact of a crack in the outer race.

October 2023 – The supplier presented their findings of the scope of affected parts shipments. Subaru worked with the part supplier to trace the affected parts based on the lot number information.

November 2, 2023 – For the entire population of potentially affected vehicles, Subaru is not aware of any field reports, warranty claims, or VOQs. However, out of an abundance of caution, Subaru decided to conduct a safety recall.

Subaru is not aware of any reports involving accident or injury related to this condition.

## Description of Remedy :

Description of Remedy Program : For all potentially affected vehicles, Subaru dealers will inspect the left-hand and right-hand front drive shafts and where necessary, replace them 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 : The replacement drive shaft assemblies were assembled with outer races that received the appropriate cooling during the manufacturing process.

Identify How/When Recall Condition was Corrected in Production : The supplier repaired the cooling water pipe on September 1, 2023.

## Recall Schedule :

Description of Recall Schedule : Dealer notification is expected to occur by November 10, 2023

Owner notification is scheduled to begin on or about January 8, 2024

Planned Dealer Notification Date : NOV 10, 2023 - NOV 10, 2023

Planned Owner Notification Date : JAN 08, 2024 - JAN 08, 2024

\* NR - Not Reported