

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: December 4, 2023

UPDATE: WRQ-23 Inhibitor Switch Replacement

Tool shipment

All retailers will receive one special tool required for this recall repair, which will be automatically shipped to each retailer at no charge. The parts orders for the tool, part number 99804AN070 – WRQ23 REMOVER-PIN, will be entered into the system by SOA Parts this week. **Please do not order this item or cancel the order entered by SOA.**

Service, Parts, and Claim Instructions

For detailed service, parts, and claim instructions, please refer to the WRQ23 Product Campaign Bulletin which will be available on STIS on or about December 12. The WRQ23 recall coverage status for the affected VINs will be changed to 'Open' at the same time the bulletin is posted, so that repairs may begin prior to owner notification.

Owner Notification

Subaru will notify affected vehicle owners by first class mail on January 8, 2024.

Background

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2021 model year Crosstrek vehicles, certain 2022 model year Forester, and certain 2021-2023 model year Legacy and Outback vehicles.

Description of the Defect and Safety Risk

The vehicles included in this recall may contain an inhibitor switch that was manufactured with an insufficient weld between the switch stator and cover which may allow water intrusion.

Over time, moisture intrusion may cause the inhibitor switch to become inoperative. An inoperative inhibitor switch may result in the backup lamps not illuminating when in reverse gear, the rear-view monitor not displaying, the transmission gear select indicator in the instrument panel not being displayed, or inability to start the engine.

Remedy

For all the potentially affected vehicles, Subaru dealers will replace the inhibitor switch with a new one at no cost to the customer.

Affected Vehicles

A total of 95,830 U.S. vehicles will be affected by 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
2021	Crosstrek	February 8, 2021 – July 30, 2021
2022	Forester	July 26, 2021 – July 27, 2021
2021-2023	Legacy	March 18, 2021 – August 25, 2022
2021-2023	Outback	March 17, 2021 – May 16, 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.