

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: April 15, 2021

New Safety Recall: WRE-21 Impreza/Crosstrek Ignition Coil Replacement

Subaru of America, Inc. (Subaru) is recalling certain 2017-2019 model year Impreza and 2018-2019 model year Crosstrek vehicles to check and/or update the ECM programming, and to replace all four ignition coils in each vehicle. A total of 466,205 U.S. vehicles will be affected by this recall.

This new recall will supersede Subaru's previous WUQ-02 ignition coil reprogramming recall issued in October 2019. All vehicles previously affected by the WUQ-02 recall will be affected by this new recall, WRE-21, and must return to complete the WRE-21 recall repair.

Affected Vehicles

| Model Year | Carline | Production Date Range |
|------------|------------|-----------------------|
| 2017-2019 | Impreza 4D | 7/1/2016 - 6/17/2019 |
| 2017-2019 | Impreza 5D | 7/1/2016 - 6/17/2019 |
| 2018-2019 | Crosstrek | 5/09/17 – 5/08/2019 |

Not all vehicles in the production date ranges listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. WRE-21 vehicle coverage information will be available for all affected VINs next week.

When the WRE-21 recall coverage information is activated in the system, any open WUQ-02 recall coverage will be expired. Upon expiration of the open WUQ-02 recall coverage, the repair procedures for recall WRE-21 should be performed instead.

Over the next several weeks, prior to owner notification, Subaru will be receiving air shipments of the parts needed to support the launch of this new recall. Therefore, the status of the WRE-21 recall will display as "Open – Limited Parts Available" until the owner notification letters are released. This status is for informational purposes and will not prevent the ability for retailers to perform and claim reimbursement for this repair prior to owner notification.

Reason for this Recall

Subaru has determined that the ECM reprogramming was effective for vehicles that were repaired under previous recall WUQ-02. However, as a result of further analysis, Subaru has determined that all ignition coils should be replaced to prevent the condition described below.

Under certain circumstances, the ignition coil may be energized longer than designed after the engine is OFF. If the ignition coil remains energized for too long, the internal temperature of ignition coil may increase which could cause a short circuit and a blown fuse. If a short circuit occurs while the vehicle is in motion, the vehicle may experience a loss of motive power while driving without the ability to immediately restart the engine.

Safety Risk

If a short circuit in the ignition coil occurs while the vehicle is in motion, the vehicle may experience a loss of motive power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

Description of the Remedy

For all vehicles included in this recall, Subaru retailers will check and, if necessary, update the ECM programming, and replace all four ignition coils at no cost to the customer. If a certain DTC is found to be stored, Subaru will replace the front exhaust pipe at no cost as well. Please refer to the WRE-21 Product Campaign Bulletin for further details.

Service, Parts, and Claim Instructions

Detailed service, parts, and claim information will be forthcoming and will be made available in the WRE-21 Product Campaign Bulletin on STIS next week.

Retailer Responsibility

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). Additionally, 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.

Please be sure to download a copy of your complete inventory report from the [Vehicle Inventory Dashboard](#) available on [subarunet.com](#) to identify any vehicles with open recalls that may be in your retail, CPO, and SSLP inventory. Affected vehicles will show an Open Recall column indicator (Y).

Owner Notification

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when the notification is scheduled.