

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

**SERVICE PROGRAM BULLETIN**

**APPLICABILITY:** 2021 MY Ascent  
 2021 MY Legacy 2.4L turbo  
 2021 MY Outback 2.4L turbo

**NUMBER:** WRF-21  
**DATE:** 07/28/21

**SUBJECT:** EGI Harness and ECM Replacement Voluntary Emissions Recall

**INTRODUCTION**

Subaru of America, Inc. (Subaru) is initiating a voluntary emissions recall for certain 2021 model year Ascent, Legacy, and Outback vehicles equipped with a 2.4L turbo engine, which may have damaged terminals on the engine wire harness.

**AFFECTED VEHICLES**

A total of 455 U.S. vehicles will be affected by this voluntary emissions recall:

Model Year	Carline	Production Dates
2021	Ascent	5/18/2021-5/20/2021
2021	Legacy 2.4L turbo	
2021	Outback 2.4L turbo	

Not all vehicles in the production date range listed above may be affected by this voluntary emissions recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

**REASON FOR THIS VOLUNTARY EMISSIONS RECALL**

The affected vehicles may have an EGI (Electronic Gas Injection) harness with a damaged connector body which may also affect a portion of the ground connection pin. The damage was caused at production by a tool used for testing the connector. Damage to the connector may affect the proper operation of the #4 injector by creating a fuel lean condition. As a result, a MIL will illuminate due to this condition and may register certain injector circuit open code (P1264) and misfire detection code (P0304).

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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## REMEDY REPAIR

The EGI harness and ECM will be replaced in the affected models. This voluntary emissions recall will be performed at no cost to the vehicle owner.

### *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 this bulletin

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

## OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail in August. Retailers will be advised when the notification will begin.

## PARTS INFORMATION:

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

Model	Part Description	Qty Required	Part #
Ascent	Engine Harness	1	24020AG60A
	EGI Control Unit	1	22765AP821
Outback & Legacy	Engine Harness	1	24020AG73A
	EGI Control Unit	1	22765AR242
All (One-Time Use)	Intake Manifold Gasket	2	14035AA74A
	EGR Pipe Gasket	1	14738AA29A
	Throttle Chamber Gasket	1	16175AA53A
	Intake Duct Gasket	1	14497AA070
	Intake Duct Gasket	1	14497AA080
	Intercooler Gasket	1	21896AA130
	EGR Pipe Gasket	1	14738AA340

## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

**CRITICAL:** There are added revisions and warnings provided below within the service procedure. It is IMPORTANT to read ALL the information below fully before proceeding to prevent any damage to the engine electrical system components.

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**CAREFULLY** replace the engine wiring harness **FIRST** following the additional revisions below and the procedure in the applicable Service Manual for the harness replacement: Engine > FUEL INJECTION (FUEL SYSTEMS)(H4DOTC) > Engine Wiring Harness.

**CRITICAL: NEVER INSTALL THE NEW ENGINE WIRING HARNESS CONNECTIONS TO THE ORIGINAL ECM. DOING SO WILL LIKELY DAMAGE THE NEW WIRE HARNESS TERMINAL CONNECTIONS.**

**CAREFULLY** replace the ECM. Refer to the applicable service manual for the ECM replacement: Engine > FUEL INJECTION (FUEL SYSTEMS)(H4DOTC) > Engine Control Module.

**IMPORTANT REMINDER: NEVER INSTALL THE NEW ENGINE WIRING HARNESS CONNECTIONS TO THE ORIGINAL ECM. DOING SO WILL LIKELY DAMAGE THE NEW WIRE HARNESS TERMINAL CONNECTIONS.**

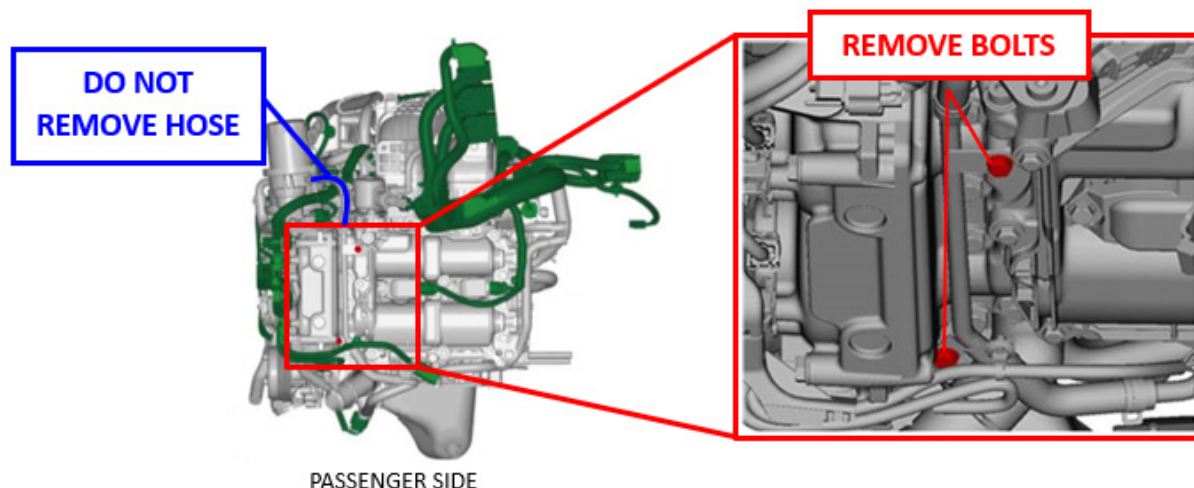
#### NOTES:

- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.
- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, the position must also be noted and relearned.

#### SERVICE PROCEDURE REVISIONS:

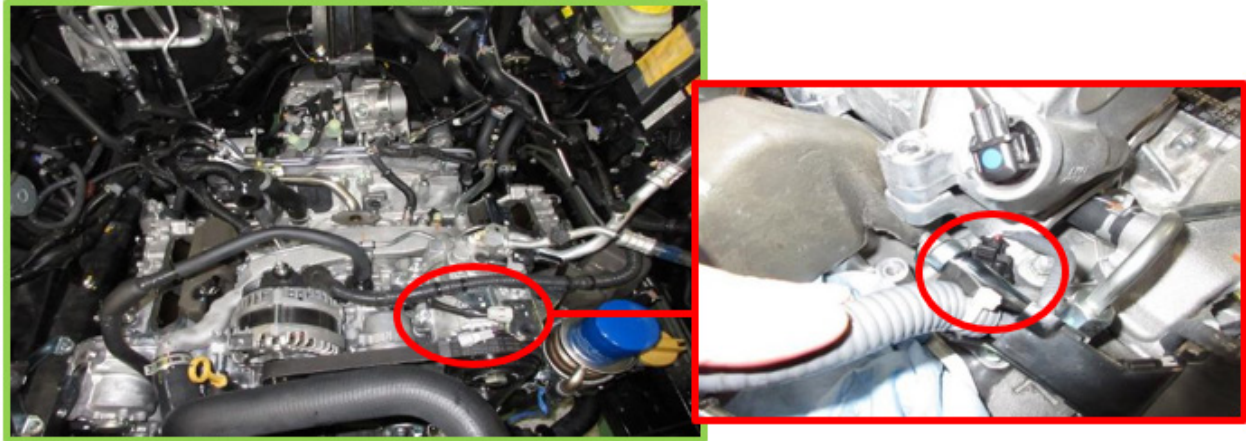
The Subaru Service Manual does not describe the procedures shown in the photos below. The harness can be removed with less difficulty when following the guided revisions provided below.

- REV. 1)** Remove the two bolts securing the engine oil cooler pipe. DO NOT remove the water hose. This will eliminate engine coolant loss.

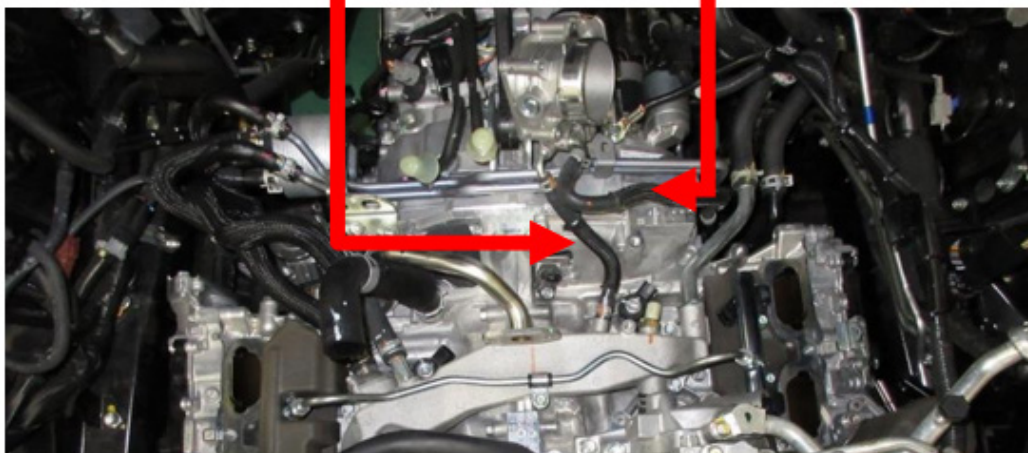
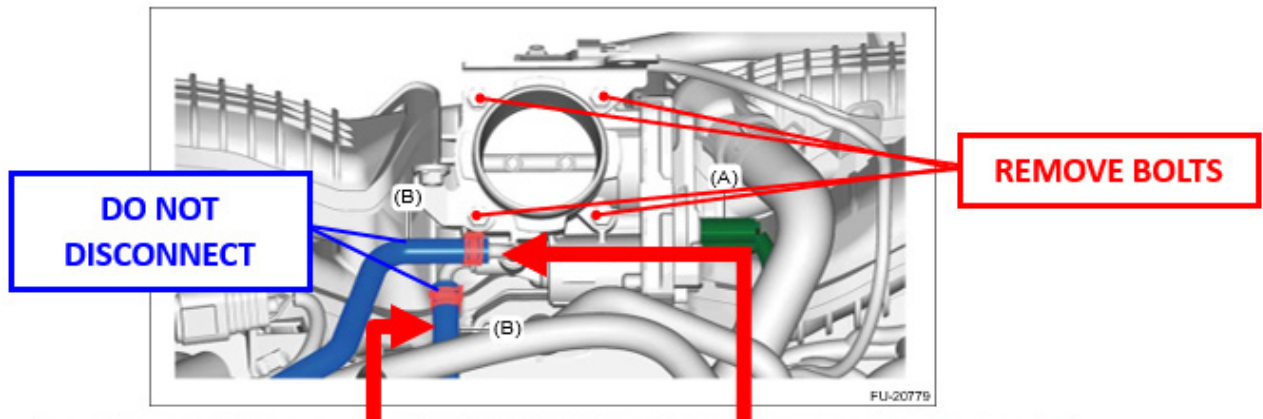


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**REV. 2)** It is not necessary to remove the A/C compressor to access the cylinder #2 fuel injector harness connector. It can be disconnected with the A/C compressor installed.

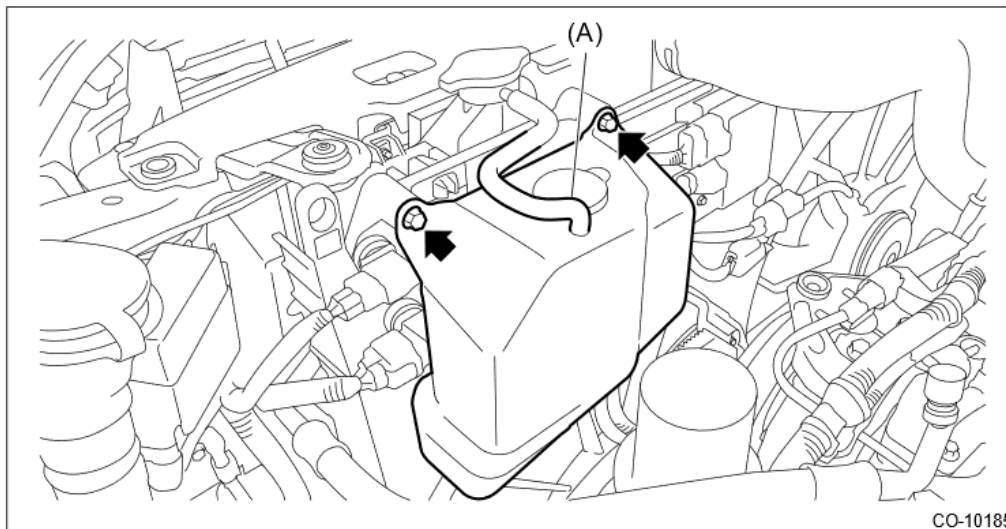


**REV. 3)** The throttle body assembly does not have to be fully removed. Remove the four mounting bolts and disconnect the wiring harness connection (A). The throttle body assembly can be repositioned with the pre-heater (coolant) hoses (B) attached to allow sufficient access. Use **CAUTION** to not damage the throttle plate during this procedure.



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- REV. 4)** Remove the coolant reservoir tank to gain easy access to the connectors located in this area.



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**ADDITIONAL PROCEDURE INFORMATION:**

- Reassemble all removed components in the reverse order of disassembly.
- **Be sure to ONLY connect the ECM and EGI harness AFTER BOTH have been replaced.**
- When reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

**CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION” CERTIFICATE**

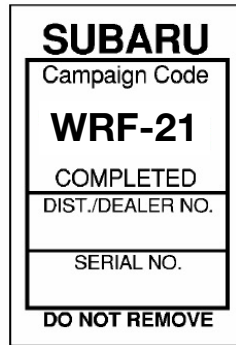
The California Air Resources Board and the Department of Motor Vehicles Registration/Recall Program requires that all emission related Recall/Campaign or Voluntary emission recall repairs be completed before a vehicle registration is renewed. Please provide owners of vehicles registered in the state of California a completed “Vehicle Emission Recall - Proof of Correction” certificate. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this voluntary emission recall repair has been completed. Additional certificates are available through normal parts ordering channels using part number MSA6P1301. Quantity 1 = 1 booklet of 50 certificates.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer		Recall Number		
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws				
Dealer's Name		Address, City, State and Zip		
Date	Dealership's Authorized Signature			
	X			
Return this certificate to DMV only when required-otherwise retain for your records.				

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**VOLUNTARY EMISSION RECALL IDENTIFICATION LABEL:**

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Model	Description	Labor Operation #	Labor Time	Fail Code #
All	Engine Wiring Harness & ECM Replacement	A180-151	2.7H	WRF-21

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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This notice applies to the VIN identified in the address section printed below



**SUBARU**

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**Subaru Service Program WRF-21  
Voluntary Emissions Recall  
August 2021**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru of America, Inc. (Subaru) is initiating a new voluntary emissions recall for certain 2021 model year Ascent, Legacy, and Outback vehicles equipped with a 2.4L turbo engine. You have received this notice because our records indicate that you currently own one of these vehicles.

### **REASON FOR THIS VOLUNTARY EMISSIONS RECALL**

The affected vehicles may contain an Electronic Gas Injection (EGI) wire harness with a damaged connector body, which could also affect a portion of the ground connection pin. The damage to the connector may affect the proper operation of the number four fuel injector. If this occurs, the check engine light will illuminate, and certain diagnostic trouble code(s) may be stored.

### **REPAIR**

Your Subaru retailer (dealer) will replace the EGI wire harness and the electronic control module in your vehicle, at no cost to you.

### **WHAT YOU SHOULD DO**

You should immediately contact your Subaru retailer for an appointment to have repair performed.

### **HOW LONG WILL THE REPAIR TAKE?**

The actual time to perform this repair is approximately two hours and forty minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

## **CALIFORNIA REGISTERED OWNERS**

The California Air Resources Board requires that emission-related campaigns be completed prior to California's vehicle registration renewal process; without this repair, you will not be able to register your vehicle during your next annual registration. Upon completion of this campaign, your California dealer will complete and provide you a "Proof of Correction Certificate." If required, present the certificate to the California Department of Motor Vehicles (the "DMV") when renewing your California registration as proof of campaign completion. If the DMV does not request the certificate, we recommend that you keep it for your records.

In addition, the State of California requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. Without the service we are providing at no charge, your vehicle may not pass this test.

## **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the 'Quick Links' menu.

## **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com), Customer Support and select 'Contact Us'
- 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

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of 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 to have this repair performed.

Sincerely,  
Subaru of America, Inc.