

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 10, 2021

New Subaru Service Program: WRJ-21 – Outback Wilderness B-Pillar Split

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to check for and, if necessary, repair a split on the panel surface of the left side B-pillar for certain 2022 model year Outback Wilderness vehicles.

REASON FOR THIS SERVICE PROGRAM

Subaru has determined that a split may be present in the panel surface of the left side B-pillar of certain vehicles covered by this service program. If this condition exists, water entering the panel through the split could possibly corrode the door lock leading to a malfunction of the door lock mechanism.

Affected Vehicles

The number of U.S. vehicles included in this service program is 270.

Model Year	Carline	Production date range
2022	Outback Wilderness	August 17, 2021 – August 19, 2021

Not all vehicles in the production date range listed above may be included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available today.

Affected vehicle information based on the selling retailer will also available tomorrow through the 'Recall Affected VIN List' function located on subarunet.com under 'Recalls & Campaigns.'

Description of the Repair

Subaru retailers will inspect the left side B-pillar area as described in the Service Program Bulletin. If a split is identified, the vehicle will be repaired at no cost to the customer.

Retailer Responsibility

Any vehicles listed in any recall or 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 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 service campaign 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

Owners will be notified by first class mail on December 15, 2021.

Service and Claim Information

Please refer to the WRJ-21 Service Program Bulletin on STIS for detailed service and claim information.