

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 7, 2022

UPDATE Subaru Safety Recall: WRL-21 – Front Axle Housing

UPDATE

Owner Notification

Subaru will notify affected vehicle owners by first class mail on February 7, 2022. A copy of the owner notification letter is included in the bulletin.

Service, Parts, and Claim Instructions

The WRL-21 Product Campaign Bulletin is now published on STIS, and the VIN status of this recall has been updated to “Open.” Please refer to the bulletin for specific parts ordering instructions, and detailed service and claim instructions.

IMPORTANT PARTS INFORMATION

- > The parts required for this recall repair will be in a kit, and the kit will be on hold.
- > The kits cannot be ordered through PRIME.
- > **When placing an order for a WRL-21 kit, please enter the last 8 digits of the affected VIN in the “Customer PO Number” field of the order.**
- > Orders will be released by the Parts Information Coordinators (PICs) upon verification of the affected VIN.
- > If the VIN is not provided on the parts order, the order will not be released unless the retailer contacts the PICs by phone to do so; therefore, please be sure to enter the VIN as instructed in the bulletin.
- > **If the order does not contain the last 8 digits of a valid affected VIN and the retailer does not contact the Parts Information Coordinators within 5 business days of the order entry date, the order will be cancelled.**

Subaru of America, Inc. (Subaru) has issued this safety recall for certain 2020 model year Ascent vehicles in which the tie rod end mounting holes in the front axle housings may have an incorrect taper angle.

Affected Vehicles

The number of U.S. vehicles included in this recall is **1,305**.

Model Year	Carline	Production date range
2020	Ascent	February 22, 2020 – March 5, 2020

Not all vehicles in the production date ranges listed above may be included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com, which is now available.

Description of the Defect and Safety Risk

The tie rod end mounting holes in the front axle housings of the vehicles included in this recall may have an incorrect taper angle. Over time, if a tie rod and/or a housing are deformed from multiple over-torque installations, the tie rod end could separate from the housing, increasing the risk of a crash.

Description of the Remedy

For all potentially affected vehicles, Subaru retailers will replace left front and right front housings, tie rod ends, and all related hardware with new parts at no cost to the customer.

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 \$21,000 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 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 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.