

## Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: January 5, 2023

### **UPDATE** Safety Recall: WRL-22 PTC Heater Ground Bolt

#### **Owner Notification**

Owner notification is scheduled for the week of January 23.

The status of all affected VINs has been updated to 'Open' in the system, and the recall should be performed if an affected vehicle is presented for service prior to owner notification.

#### **Parts Status**

##### **SOA635174 – WRL-22 Bolt Kit**

The bolt kit is required for all affected vehicles. The bolt kits are available now, and must be ordered through PRIME. The PRIME maximum quantity ordering levels are listed below:

- Level 1, 2, and 3 retailers = PRIME max quantity 50
- Level 4 and 5 retailers = PRIME max quantity 100

##### **SOA635175 – WRL-22 Harness Kit**

This kit is only needed for a limited number of vehicles that, upon inspection, show any sign of damage as described in the service procedure for this recall. The harness kits are now available, and must be ordered VOR.

- If an affected vehicle is showing signs of this damage, submit a TechShare QMR including clear photos of the damage found and the VOR order number for the harness kit. **The owner should be placed in a loaner vehicle until the repair can be made.**
- Valid VOR orders will be released based on the information submitted in the TechShare QMR.
- The TechShare QMR process will remain in place until further notice.

#### **Background**

Subaru of America, Inc. (Subaru) has initiated this safety recall for certain 2019-2022 model year Ascent vehicles.

#### **Description of the Defect and Safety Risk**

The ground bolt that secures the ground terminal of the Positive Temperature Coefficient (PTC) heater may have been improperly fastened during vehicle production. This potential condition may result in the melting of the ground terminal and surrounding components when the PTC heater is in operation, increasing the risk of a fire.

### **Remedy**

For all potentially affected vehicles, Subaru retailers will replace the PTC heater ground bolts and, if necessary, replace the ground wire and connector holder at no cost to the customer.

- As a precautionary measure, it is highly recommended that owners park their vehicle away from any garage, car port or other structure until this repair is completed.
- Additionally, owners should never leave the vehicle unattended while the engine is running until this repair is completed.
- If an owner notices or smells smoke coming from the dash or driver's footwell area, the ignition should be placed in the "off" position and the vehicle should not be operated. If this occurs, the owner should immediately contact Subaru's Roadside Assistance or the nearest Subaru dealer for assistance.

### **Affected Vehicles**

A total of 271,694 U.S. vehicles will be included in this recall as listed below. Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

Model Year	Carline	Production Date Range
2019-2022	Ascent	February 23, 2018 – April 28, 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 \$22,423 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.

***Service, Parts, and Claim Instructions***

For detailed service, parts, and claim instructions, please refer to the WRL-22 Product Campaign Bulletin on STIS.