

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: February 21, 2023

UPDATE Safety Recall: WRE-23 Solterra Hub Bolt Torque

Owner Notification

Subaru will notify affected vehicle owners by first class mail on February 21, 2023.

Retailers should continue to proactively reach out to their affected customers. As a reminder, retailers may access their open affected VIN list for any recall or campaign on subarunet.com, under Recalls & Campaigns/Recall Affected VIN List.

The Subaru Recall Concierge outbound calling team will also call affected owners with phone numbers on file with Subaru, to assist them with scheduling this repair. Please note that this outreach will be performed at no charge on behalf of all retailers even if the retailer is not enrolled in the Recall Concierge program.

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2023 model year Solterra vehicles to inspect the hub bolts and, if necessary, retorque them to the proper specification.

Until the inspection/remedy is completed, these vehicles should not be driven.

Description of the Defect and Safety Risk

The vehicles included in this new safety recall had previously been contained at specific port processing facilities for repair which included the replacement and tightening of the hub bolts before delivery to Subaru retailers. The original hub bolts required replacement, because they had characteristics that could cause them to loosen under certain conditions of vehicle use. A third-party contractor was engaged to perform the repair work.

A certain contractor team did not properly complete the repair procedure resulting in the potential for under-torqued bolts. Data indicates the recall population is limited to a certain contractor team at two port locations; however, out of an abundance of caution, the recall population includes all vehicles repaired at all port locations supported by the third-party contractor.

Under-torqued hub bolts could result in all the hub bolts on a wheel to loosen to the point where they can detach. If a wheel detaches from the vehicle while driving, it could result in a loss of vehicle control, increasing the risk of a crash.

Remedy

For all potentially affected vehicles, Subaru dealers will inspect the hub bolts and, if necessary, retorque them to the proper specification at no cost to the customer.

Until the inspection/remedy is completed, customers will be instructed not to drive their vehicle and to make arrangements with their Subaru retailer to have the vehicle towed for inspection. Towing will be provided at no cost to the customer.

Affected Vehicles

A total of 1,182 U.S. Subaru Solterra vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2023	Solterra	March 30, 2022 – June 4, 2022

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.

Service, Parts, and Claim Instructions

For detailed service, parts, and claim instructions, please refer to the WRE-23 Product Campaign Bulletin on STIS.

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.