

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: June 8, 2023

UPDATES Safety Recall: WRG-22 Impreza Headlamp Non-Compliance

Service, Parts, and Claim Instructions

As previously communicated, Subaru is in the process of acquiring a sufficient level of parts inventory to support this recall. We have started to receive a modest increase in weekly part supply; however the overall inventory continues to be extremely limited.

- In order to start repairing affected vehicles under this recall as limited parts supply becomes available, we will be opening up the status of this recall in phases, beginning with the 2017 model year vehicles.
- The WRG-22 Product Campaign Bulletin will be available on STIS next week, replacing the interim repair procedures document currently in use.
- Remedy parts for this recall must be ordered through PRIME. Please refer to 'Recalls & Campaigns/PRIME Max Quantities' on subarunet for the orderable quantities.

2017 MY VIN Status: 'Open - Limited Parts Available'

On June 13, 2023, the status of the 2017 MY VINs affected by this recall will be changed to 'Open – Limited Parts Available,' to allow WRG22 recall repairs to begin if those vehicles are presented at your stores for other services.

The 2018-2019 MY affected VINs will remain in a 'Open – Remedy Not Yet Available Status' until parts supply is sufficient to support that increased demand. No additional updates are expected until August 2023 or later. Subaru will continue to monitor the weekly supply/demand and inventory levels, and keep retailers advised of any changes.

Owner Notification

Subaru previously notified all affected vehicle owners of this recall with an interim letter by first class mail on October 11, 2022. A copy of the interim owner notification letter is included at the end of this message. Once the parts supply is sufficient to do so, owners will be re-notified in phases and be advised to schedule an appointment for this repair.

In the meantime, the phased VIN status change to 'Open – Limited Parts Available' beginning with 2017 MY vehicles will allow for repairs to begin as those vehicles are presented for other services. This VIN status will also prevent system 'push' notifications, such as in-vehicle notifications, MySubaru alerts, and CareConnect messaging to reduce the chance of going into backorder, until we have sufficient parts supply to re-notify customers across all formats.

Thank you for your understanding and cooperation as we work through this process. If you have any questions, please reach out to your DPSM or the PICs.

Background

Subaru of America, Inc. (Subaru) has initiated a new safety recall for certain 2017-2019 model year Impreza vehicles, which may contain non-compliant headlamp assemblies.

Description of the Defect and Safety Risk

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108 – Lamps, Reflective Devices, and Associated Equipment.

At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

Remedy

For all affected vehicles, Subaru dealers will replace the left-hand and right-hand front headlamp assemblies at no cost to the customer.

Affected Vehicles

A total of 188,397 U.S. Impreza vehicles will be affected by this recall, as listed below:

Model Year	Carline	Production Date Range
2017-2019	Impreza	September 6, 2016 – July 25, 2019

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.

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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 the Product Campaign Bulletin

Once parts are available, 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.

SAMPLE INTERIM OWNER NOTIFICATION LETTER (Issued October 11, 2022)

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that certain 2017-2019 model year Impreza vehicles equipped with halogen headlamp assemblies fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108, 'Lamps, Reflective Devices, and Associated Equipment.' As a result, Subaru is conducting a recall.

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

The left front and right front halogen headlamp assemblies, containing the side reflex reflector and low beam reflector, may not fully meet requirements set forth in FMVSS No. 108.

At certain viewing angles, the left front and right front side reflex reflectors may not properly provide reflected light, which may lower the vehicle visibility to other road users, increasing the risk of a crash. Additionally, the left front halogen low beam reflector may not properly illuminate the roadway for the driver and/or may cause glare for other road users, increasing the risk of a crash.

WHAT SUBARU WILL DO

Parts to repair your vehicle are not currently available. Once parts are available, Subaru will send a follow up letter, and will replace both front headlamp assemblies at no cost to you.

WHAT YOU SHOULD DO

We appreciate your patience as we acquire the parts for this recall. Once you receive the follow up letter stating that parts are available, please contact your Subaru retailer (dealer) to schedule an appointment for this repair. You may also check the current status of this recall at <https://www.nhtsa.gov/recalls>, and enter your 17-digit VIN shown at the top of this letter.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement.

Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer Advocacy Department, Attention: WRG-22 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrg22.service-campaign.com>. You may also check the status of this recall on our website at <https://www.subaru.com/recalls>, by entering your 17-digit VIN listed in this letter.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select 'Customer Support'
- 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:

Subaru of America, Inc.
Attn: Customer Advocacy Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment once you are notified that parts are available.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION