

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: November 6, 2023**

### **UPDATE Safety Recall: WRN-23 Propeller Shaft Center Brace Mounting Surfaces**

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

Please be advised that the parts for this recall are now available. Therefore, the WRN23 recall coverage status for the affected VINs will be updated to 'Open' tomorrow, November 7, to allow for repairs to begin on affected vehicles presented for other services prior to owner notification.

For detailed service, parts, and claim instructions, please refer to the WRN23 Product Campaign Bulletin which will also be available on STIS tomorrow.

#### ***Owner Notification***

Subaru will notify affected vehicle owners by first class mail on November 20, 2023. A copy of the notification letter will be included in the WRN-23 bulletin.

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2023 model year Outback, Legacy, Ascent and Impreza vehicles.

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

Some mounting surfaces for the propeller shaft center support brace bolts on affected vehicles may have been inadvertently painted during the supplier's manufacturing process. If these mounting surfaces are painted, the support brace bolts may not retain the specified torque.

If the vehicle is driven with the bolt loosened, occupants may experience irregular sounds and/or vibrations from the propeller shaft area during vehicle operation. In the worst case, if both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

#### ***Remedy***

For all the potentially affected vehicles, Subaru dealers will clean the bolt seating surfaces of the center support brace, install new bolts, and tighten to the specified torque at no cost to the customer.

### ***Affected Vehicles***

A total of 4,311 U.S. vehicles will be included in this recall as listed below. Not all vehicles in the production range listed below are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com) prior to repair.

Model Year	Carline	Production Date Range
2023	Outback	March 21, 2023 – March 31, 2023
2023	Legacy	March 21, 2023 – March 30, 2023
2023	Ascent	March 20, 2023 – March 29, 2023
2023	Impreza (4-door)	March 22, 2023 – March 27, 2023
2023	Impreza (5-door)	March 22, 2023 – March 31, 2023

### ***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 \$26,315 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.