



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: **April 1, 2024**
Re: ***WRA-24 ODS Sensor Replacement FAQs***

To assist with customer inquiries regarding the WRA-24 ODS Sensor Replacement recall, we have compiled a list of frequently asked questions. Please refer to these FAQs as a consistent means of communicating with customers.

1. Question: What is an Occupant Detection System (ODS)?

Answer: The Occupant Detection System determines the occupant's presence and status in the passenger seat to enable or disable the passenger side airbag from deployment in an accident.

2. Question: What is the reason for the recall?

Answer: Vehicles affected by this recall may be equipped with defective Occupant Detection System (ODS) sensors on the front passenger seat. If the defect exists, a short circuit of the ODS sensors may occur, causing the SRS airbag system warning lamp to illuminate. At the same time, the front passenger's airbag OFF indicator will also illuminate, indicating that the front passenger airbag may not deploy in certain crashes as designed, increasing the risk of injury to an occupant in the seat.

3. Question: Does this recall affect all 2020-2022 MY Legacy and Outback models?

Answer: No. Not all 2020-2022MY Legacy and Outback models are affected by this recall. Coverage will be confirmed by using the Vehicle Inquiry function on Subarunet.com. A total of 118,723 U.S vehicles have been affected by this recall. Vehicles not included in the recall are equipped with ODS sensors using a printed circuit board (PCB) that is not affected under this recall.

4. Question: What is the recall remedy?

Answer: When remedy parts become available, Subaru retailers will replace all four of the ODS sensors on the front passenger seat with new ones at no cost to the customer.

5. Question: When will customer notifications begin?

Answer: Customer notification will take place on May 21, 2024. At that time, customers will be advised that parts are not yet available. Customer re-notification regarding parts availability will be released when parts become available.

6. Question: When will remedy parts become available?

Answer: We are in the process of obtaining parts for this repair, however, it will take several months for the supply to begin. As the supply of remedy parts becomes available, we will send out another customer notification.

7. Question: What if a customer vehicle does not have a current failure (no SRS light illuminated), but the customer feels unsafe driving the vehicle?

Answer: *There is NO risk to the driver of the vehicle; this recall affects only the front passenger side air bag. The safety risk only exists if the SRS light is illuminated.* Please reassure the customer that if the SRS light is not illuminated, the ODS sensors are operating as designed and there is no need to take any action until Subaru notifies the customer that parts are available. **IMPORTANT NOTE:** Customers are only eligible for alternate transportation if the SRS light is illuminated.

If the ODS sensor failure occurs, the SRS light will illuminate. Please refer to question 8 for additional information.

8. Question: What if a customer vehicle experiences the ODS sensor failure (SRS light illuminates) prior to the recall parts becoming available?

SRS airbag warning light: 

Answer: If the ODS sensor failure occurs, the SRS light will illuminate. The customer should be instructed that any passenger in the front passenger seat should move to the rear seat and that they should avoid using the passenger front seat until the vehicle is inspected and repaired by the retailer. **Customers are only eligible for alternate transportation if the SRS light is illuminated.**

Currently, we have a limited supply of ODS seat bottoms, which include the ODS sensors, available for customers who experience an ODS failure (SRS lamp illuminated) prior to the recall parts becoming available. Should a customer bring their vehicle in with the SRS light illuminated, the technician should first pull all DTCs. If DTC B1788 is present, the replacement of the seat bottom is required. If DTC B1788 is not present, refer to the applicable service manual and perform diagnostics, noting all key steps and results.

There are three seat bottom assembly part numbers, depending on model applicability, for the 2020-2022 MY Legacy and Outback models affected by this recall:

64139AN00A CUSHION AY OCPANTRH

64139AN01B CUSHION AY OCPANTRH

64139AN02B CUSHION AY OCPANTRH

To ensure adequate inventory of these parts is available for customers that are experiencing an ODS sensor failure, these part numbers are restricted from retailer ordering. Therefore, the following process must be followed in order to obtain one of these parts:

1. If technician diagnosis results in the seat bottom requiring replacement, a QMR must be submitted. The QMR should be coded using WRA as the failure code. If the vehicle is affected by the WRA-24 Recall, the SSM file data ***must*** be attached to the QMR.

If the vehicle is not affected by the WRA-24 recall, a QMR is still required to obtain the seat bottom. The QMR should be coded using WRA as the failure code and all Service Manual diagnostics steps/results as well as the SSM data, if there was a DTC, ***must*** be attached to the QMR.

2. The QMR and required attachments will be reviewed by SOA and, if approved, a parts order for the appropriate seat bottom will be placed by the PICs for your dealership. Orders will only be placed if a QMR is submitted with the required attachments and SOA is able to confirm the diagnosis of a defect requiring replacement of the seat bottom.
3. Once the seat bottom is received and the vehicle has been repaired, if the vehicle is part of the WRA-24 recall, a Recall Claim (RC) must be submitted using the following information:

Recall Code	Labor Operation	Description	Labor Hours
WRA24	100576	WRA-24 ODS SEAT BOTTOM R&R	0.9

If the seat bottom was replaced in a vehicle that is not affected by the WRA-24 recall, please refer to the Labor Time Guide for applicable coverage and claim coding.

4. Please direct any inquiries as follows:
 - If you have questions regarding the status of your QMR, please refer to the QMR itself, specifically the status on the QMR.
 - If the QMR is in a “Pending Review” status, it has been received but has not been reviewed yet. The status will be updated once the QMR has been reviewed.
 - If the status of the QMR is “No Action Needed” either the PICs have placed an order for the seat bottom (which can be viewed in RPM), or you will be notified via phone or email of information that was missing from the QMR.
 - Additional inquiries should be directed to the Subaru Claims Helpline at: 866-782-2782, option 2.