



U.S. Department of Transportation  
**National Highway Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

July 15, 2022

Ms. Mary Jo James  
Campaign Manager  
Subaru of America, Inc.  
One Subaru Drive  
Camden, NJ 08103

NEF-107DR  
22V-485

**Subject:** Drive Chain May Break Causing Loss of Drive Power

Dear Ms. James:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

SUBARU/LEGACY/2020-2021  
SUBARU/OUTBACK/2020-2021

**Mfr's Report Date:** July 8, 2022

**NHTSA Campaign Number:** 22V-485

**Components:**

POWER TRAIN:AUTOMATIC TRANSMISSION:CONTROL MODULE (TCM, PCM)  
POWER TRAIN:DRIVELINE:CHAIN/BELT

**Potential Number of Units Affected:** 182

**Problem Description:**

Subaru of America, Inc. (Subaru) is recalling certain 2020-2021 Outback and Legacy vehicles. A programming error in the Transmission Control Unit (TCU) may allow the clutch to engage before the drive chain is completely clamped.

**Consequence:**

An improperly secured drive chain may slip and break, causing a loss of drive power and increasing the risk of a crash.

**Remedy:**

Dealers will reprogram the TCU, inspect TCU data for chain slip, and visually inspect the chain guide. If evidence of chain slippage or damage is found, the transmission will be replaced. Repairs will be performed free of charge. Owner notification letters are expected to be mailed September 5, 2022. Owners may contact Subaru's customer service at 1-844-373-6614. Subaru's number for this recall is WRK-22. This recall is an expansion of previous recall number 21V-955.

**Notes:**

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to [www.nhtsa.gov](http://www.nhtsa.gov).



Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

As stated in Part 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Subaru of America, Inc.'s contact for this recall will be Darishea Rollins who may be reached by email at [darishea.rollins@dot.gov](mailto:darishea.rollins@dot.gov). We look forward to working with you.

Sincerely,



Alex Ansley  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement