

# Part 573 Safety Recall Report

## 21V-954

**Manufacturer Name :** Subaru of America, Inc.**Submission Date :** DEC 09, 2021**NHTSA Recall No. :** 21V-954**Manufacturer Recall No. :** WRL-21**Manufacturer Information :**

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive  
Camden NJ 08103

Company phone : 844-373-6614

**Population :**

Number of potentially involved : 1,305

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2020-2020 Subaru Ascent

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

**Descriptive Information :** -Description of the issue: The tie rod end mounting hole in the housing may have an incorrect taper angle.

-The basis for how the recall population was determined: Potentially affected vehicles were identified using vehicle production records and supplier part production records.

-How the recalled products differ from products that were not included in the recall: Vehicles not included have a properly manufactured part.

The recall population includes certain 2020 model year Ascent vehicles. The number of potentially affected Ascent vehicles is 1,305.

Production Dates : FEB 22, 2020 - MAR 05, 2020

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential**Description of Defect :**

**Description of the Defect :** The tie rod end mounting hole in the housing may have an incorrect taper angle. As a result, the fitment between the tie rod end and the housing may be imperfect. During assembly, the castle nut may have been over-torqued to allow installation of the cotter pin.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** If either the tie rod end or the housing is replaced during vehicle repair, the

Description of the Safety Risk : imperfect fitment may lead to an inability to reinstall the cotter pin with the proper castle nut torque applied. Over time, if a tie rod and/or a housing are deformed from multiple over-torque installations, the tie rod end could separate from the housing, increasing the risk of a crash.

Description of the Cause : An out-of-specification cutting tool was used in the manufacturing process of the housing.

Identification of Any Warning that can Occur : None

### Involved Components :

Component Name 1 : HOUSING-FRONT AXLE, RIGHT

Component Description : Housing front axle right

Component Part Number : 28313XC00A

Component Name 2 : HOUSING-FRONT AXLE, LEFT

Component Description : Housing front axle left

Component Part Number : 28313XC01A

### Supplier Identification :

#### Component Manufacturer

Name : Hitachi Metals America, Ltd.

Address : 1500 Heartland Blvd.  
Effingham Illinois 62401

Country : United States

### Chronology :

February 18, 2020 – The out-of-specification cutting tool was first used in the manufacturing process of the housing on the supplier's production line.

February 22 - March 5, 2020 – The subject parts were installed on the vehicle assembly line. The incorrect housing hole was noticed in the vehicle assembly plant and, in collaboration with the supplier, Subaru opened an investigation.

April, 2020 – The supplier completed durability testing determined the reliability was equivalent to standard parts. Subaru continued investigating the potential effect of long-term market usage.

January – July, 2021 – Following another durability test by the supplier and investigation by Subaru, Subaru began considering the potential effect of part replacement for affected vehicles after high mileage field exposure.

July – November, 2021 – Subaru determined that if the castle nut joining the subject components was over-torqued during the assembly process due to the incorrect taper angle in the housing, and then either the tie rod or housing were replaced during repair, and finally components were subjected to unusually large road inputs after high mileage exposure, the tie rod end could separate from the housing. Through data analysis, Subaru confirmed that there were no warranty claims or technical reports related to this condition.

December 2, 2021– Although Subaru is not aware of any warranty claims or technical reports related to this condition, out of an abundance of caution, Subaru decided to conduct a voluntary safety recall.

## Description of Remedy :

Description of Remedy Program : For all potentially affected vehicles, Subaru dealers will replace left front and right front housings, tie rod ends, and all related hardware with new parts at no cost to the customer.

Subaru will provide reimbursement to owners for repairs according to the general plan submitted in May 2020.

How Remedy Component Differs from Recalled Component : Remedy components have the proper hole taper angle in the housing.

Identify How/When Recall Condition was Corrected in Production : Subaru corrected the condition in the vehicle manufacturing process beginning in March 2020.

## Recall Schedule :

Description of Recall Schedule : Owner notification will occur within 60 days. If remedy parts are not available within 60 days, an interim notification letter will be issued. Dealer notification is scheduled to begin on or about December 10, 2021.

Planned Dealer Notification Date : DEC 10, 2021 - DEC 10, 2021

Planned Owner Notification Date : FEB 07, 2022 - FEB 07, 2022

\* NR - Not Reported