

Part 573 Safety Recall Report

19V-065

Manufacturer Name : Subaru of America, Inc.

Submission Date : FEB 06, 2019

NHTSA Recall No. : 19V-065

Manufacturer Recall No. : WUC-88



Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive

Camden NJ 08103

Company phone : 856-488-8500

Population :

Number of potentially involved : 10,417

Estimated percentage with defect : 70 %

Vehicle Information :

Vehicle 1 : 2019-2019 Subaru Forester

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: A connector inside the Electronic Power Steering (EPS) control unit may form small gaps in the plastic material molding during the manufacturing process. As a result, connector terminals inside the plastic molding may have inadequate isolation between terminals. If a loss in isolation occurs, the EPS warning lamp will illuminate and the EPS assist may be disabled.

-The basis for how the recall population was determined: Vehicles equipped with an EPS control unit which may have a connector manufactured at the supplier during a certain period of connector production.

-How the recalled products differ from products that were not included in the recall: Vehicles not included in the recall are equipped with an EPS control unit which has a connector manufactured outside of the affected period of connector production.

The recall population includes certain 2019 model year Forester vehicles. The number of affected Forester vehicles is 6,277.

Production Dates : DEC 27, 2018 - JAN 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2019-2019 Subaru Crosstrek

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: A connector inside the Electronic Power Steering (EPS) control unit may form small gaps in the plastic material molding during the manufacturing process. As a result, connector terminals inside the plastic molding

may have inadequate isolation between terminals. If a loss in isolation occurs, the EPS warning lamp will illuminate and the EPS assist may be disabled.

-The basis for how the recall population was determined: Vehicles equipped with an EPS control unit which may have a connector manufactured at the supplier during a certain period of connector production.

-How the recalled products differ from products that were not included in the recall: Vehicles not included in the recall are equipped with an EPS control unit which has a connector manufactured outside of the affected period of connector production.

The recall population includes certain 2019 model year Crosstrek vehicles. The number of affected Crosstrek vehicles is 4,140.

Production Dates : DEC 27, 2018 - JAN 16, 2019

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : A connector inside the Electronic Power Steering (EPS) control unit may form small gaps in the plastic material molding during the manufacturing process. As a result, connector terminals inside the plastic molding may have inadequate isolation between terminals. If a loss in isolation occurs, the EPS warning lamp will illuminate and the EPS assist may be disabled.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If a loss in isolation between EPS control unit terminals occurs, the EPS warning lamp will illuminate and the EPS assist may be disabled. Disabling of the EPS assist could result in higher steering effort, increasing the risk of a crash.

Description of the Cause : A connector inside the Electronic Power Steering (EPS) control unit, which is integrated into the steering gearbox, may form small gaps in the plastic material molding during the manufacturing process. After EPS control unit connector terminals are inserted into the circuit board, soldering flux is applied. If the amount of flux applied is excessive, the extra flux can penetrate the plastic molding through the small gaps created in the connector molding process. If flux penetrates these gaps, the connector terminals inside the plastic molding may have inadequate isolation between terminals, causing a short circuit. If a loss in isolation occurs, the EPS warning lamp will illuminate and the EPS assist may be disabled.

Identification of Any Warning that can Occur : EPS warning lamp illumination

Supplier Identification :

Component Manufacturer

Name : Hitachi Automotive Systems, Ltd.
Address : Shin-Otemachi Building
2-1, Otemachi 2-chome, Chiyoda-ku Tokyo FOREIGN STATES 100-0004
Country : Japan

Chronology :

Chronology of defect provided via separate attachment (i.e. Subaru Chronology of Defect (WUC-88).pdf)

Description of Remedy :

Description of Remedy Program : For all potentially affected vehicles, Subaru retailers (dealers) will inspect the steering gearbox and replace with a remedied one, if necessary. All vehicles identified are located at a port or retailer. Since no owners are affected, notification under sections 577.5 and 577.11 (regarding reimbursement) are not necessary.

How Remedy Component Differs from Recalled Component : The remedy component was manufactured after manufacturing process countermeasures were incorporated.

Recalled Component Name: GR BOX ASSY P/S
Recalled Component Description: Power Steering Gear Box
Recalled Component Part numbers: 34110SJ040 (Forester), 34110FL130 (Crosstrek)

Identify How/When Recall Condition was Corrected in Production : The following countermeasures were implemented on January 23, 2019 on the supplier's connector manufacturing line:

- 1) The flux application process timing was changed. The flux is now applied prior to the EPS control unit connector terminal insertion into the circuit board.
- 2) The connector supplier's material tolerance was tightened.

Recall Schedule :

Description of Recall Schedule : Dealer notification is scheduled to begin on or about February 07, 2019. An owner notification under section 577.5 will not be necessary because all potentially affected vehicles are at a port or dealer and cannot be sold until the remedy has been completed.

Planned Dealer Notification Date : FEB 07, 2019 - FEB 07, 2019
Planned Owner Notification Date : FEB 07, 2019 - FEB 07, 2019

* NR - Not Reported