

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 7, 2019

New Subaru Recall/STOP SALE: WUC-88 Power Steering Gear Box Inspect/Replacement

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Forester and Crosstrek vehicles to inspect and, if necessary, replace the power steering gear box. A total of 10,417 U.S. vehicles will be affected by this recall.

Affected Vehicles

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

This information is now available for all affected VINs currently in the system.

Model Year	Carline	Production Range	Vehicle count
2019	Forester	December 27, 2018 – January 16, 2019	6,277
2019	Crosstrek	December 27, 2018 – January 16, 2019	4,140

Please be advised that as additional affected VINs are processed into the system, coverage for those vehicles will be made available.

Description of the Defect and Safety Risk

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. Disabling of the EPS assist could result in higher steering effort, increasing the risk of a crash.

Description of the Remedy

Subaru retailers will inspect the steering gearbox on these vehicles in accordance with the specified repair procedure and if necessary, replace it with a corrected one.

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 \$21,000 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.

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory.

Any vehicles listed in a recall/campaign that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and, if necessary, repair.
- Repaired in accordance with the repair procedures outlined in this Product Campaign Bulletin.

Owner Notification

An owner notification will not be necessary because all affected vehicles will be inspected and/or repaired prior to retail sale.

Service, Parts, and Claim Instructions

Detailed information will be forthcoming and will be made available in the WUC-88 Product Campaign Bulletin on STIS.