

Important Information regarding your vehicle - please open and read immediately



[Find a Retailer](#)

## URGENT - IMPORTANT SAFETY RECALL

**Subaru Safety Recall WUG-92**  
**NHTSA Recall ID 19V-404**  
**Regarding VIN: [REDACTED]**

Dear [REDACTED],

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that certain 2019 model year Crosstrek vehicles fail to conform to Federal Motor Vehicle Safety Standard 205, "Glazing Materials." You received this notice because our records indicate that you currently own one of these vehicles.

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### **REASON FOR THIS SAFETY RECALL**

The left-side rear door window glass in your vehicle may not have been properly tempered during the glass manufacturing process. Glass that is not properly tempered fails to meet Federal Motor Vehicle Safety Standard 205, "Glazing materials." If broken, glass that does not meet this safety standard can shatter into large fragments that can increase the risk of injury.

### **WHAT SUBARU WILL DO**

Subaru will replace the left-side rear door window glass in your vehicle, at no cost

to you.

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### **WHAT YOU SHOULD DO**

*You should contact any authorized Subaru retailer (dealer) to arrange an appointment to have the left-side rear door window glass replaced in your vehicle as soon as possible.*

*To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.*

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### **HOW LONG WILL THE REPAIR TAKE?**

The actual time to replace the left-side rear door window glass in your vehicle is approximately 25 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

### **OWNER INFORMATION**

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select '**Customer Support**,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

### **IF YOU NEED FURTHER ASSISTANCE**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select '**Find a Retailer**.'

If you need additional assistance, please contact us directly:

- By email: Go to [www.subaru.com](http://www.subaru.com) and select "**Customer Support**"
- By telephone: **1-844-373-6614**  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at  
**Subaru of America, Inc.**  
**Attn: Customer-Retailer Services Department**  
**P.O. Box 9103, Camden, NJ 08101-9877**

To subscribe to the NHTSA Recall Notification email System, please go to:  
<https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*

**FIND A RETAILER**

Notice to Lessors

*Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s)*

*within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)*

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at [subaru.com/contactus](http://subaru.com/contactus), or call (800) 782-2783.

If you have already had this recall service performed or have this service scheduled, we thank you for your attention to this matter. If you have moved or sold your vehicle, please update this information online at Subaru Customer Support and select "Address Update" or "Ownership Update" from the Quick Links section, or by calling 1-844-373-6614.