



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations  
**Date:** November 15, 2019  
**Re:** ***CPO and Customer Concern Claim Submission for WUM-98 prior to Supply of Harness (Recall) Parts***

---

For those retailers that requested a seat cushion to repair a 2015-2018 Forester that is in Pre-Owned Inventory, to assist in ensuring that these recalls can be closed as quickly as possible, the recall status for these vehicles ONLY are being changed from "Open-Remedy Not Available" to "Open-Limited Parts Available".

**For vehicles with WUM-98 in status "Open-Limited Parts Available", the claim can be submitted through Recall Claim Entry on Subarunet. All other VINs that are in "Open-Remedy Not Available" still need to be sent to the claims team via [recall\\_submission@subaru.com](mailto:recall_submission@subaru.com) for entry. Status can be confirmed by running a Vehicle Inquiry for the VIN.**

Any Pre-Owned Inventory VIN input in the VIN entry form in Subarunet prior to 12:00PM Eastern Time 11/13 will have the status of the recall changed from "Open-Remedy Not Available" to "Open-Limited Parts Available". As noted above, this status will allow retailer submission of the WUM-98 recall claim in Recall Claim Entry on Subarunet. *NOTE:* Any pre-owned inventory VIN input in the VIN entry form in Subarunet after the 12:00PM Eastern Time 11/13 deadline will remain in an "Open-Remedy Not Available" status and should follow the instructions below.

Claim instructions for both WUM-98 repair scenarios are below for reference. If you have questions, please contact the Claims Helpline at 1-866-782-2782, prompt 2.

### **Claim Submission Instructions**

*For Pre-Owned Inventory vehicles with WUM-98 recall in an "Open-Limited Parts Available" status*

**It is imperative that the harness label on the ordered seat cushion be inspected *prior* to installing the seat cushion in the vehicle.** The supplier and date code should meet the **OK** inspection parameters outlined on page 3 of the WUM-98 service bulletin, which can be found on STIS, **before** it is installed in the vehicle. The supplier and date code on the new seat cushion should also be documented on the repair order.

Please follow the procedure below for submission of a WUM-98 recall claim:

- Recall claim can be entered in Recall Claim Entry.
- When submitting a WUM-98 recall claim, you **must** include the supplier and date code from the harness label on the new seat cushion, as outlined in the Inspection section of the WUM-98 campaign bulletin (page 3). This information should be entered in the Miscellaneous Detail and should be nine numbers, no dashes.
- Labor operation is 082-051 for 0.8 hours.

NOTE: Recall claims submissions will be reviewed daily. **Any claim that does not include valid supplier and date code information will be errored or rejected, and the recall will remain in an open status.** It should be known that the vehicle cannot be sold until all open recalls are remedied. Recalls are not

completed in the system until the claim reaches approved status, so please be sure you are providing accurate information when submitting a claim to prevent any errored or rejected recall claim.

*For vehicles with the WUM-98 recall in an "Open-Remedy Not Available" status*

Claims entered for vehicles with a status of "Open-Remedy not Available" will error when trying to submit a claim. As a result, please follow the procedure below for review and potential submission of a recall claim:

- Gather a copy of the repair order for the inspection / replacement seat cushion. **All repairs orders must include the supplier and date code, as outlined in the Inspection Determination section of the WUM-98 campaign bulletin (page 3), which can be found on STIS. The supplier and date code from both the installed and removed seat cushions should be documented on the repair order.**
- Complete a claim entry form. The Subaru Claim Entry Form can be found on Subarunet: Service Operations & Technical > Forms/Downloads.
- Submit a warranty copy of the Repair Order including the supplier and date code information for the installed and removed seat cushion, along with a completed Claim Entry Form to [recall\\_submission@subaru.com](mailto:recall_submission@subaru.com).
- Upon receipt of this information, the Claims Team will enter a recall claim accordingly. In the very rare case where the harness is **OK**, the claim will pay **0.2** hours of labor for the harness label inspection ONLY. In the case where the seat cushion was replaced, the claim will pay **0.8** hours of labor for the harness label inspection AND replacement of the seat cushion assembly, along with the appropriate dollar amount for the part.
- Allow up to 3 business days for recall claim processing. Once the recall claim is entered, the Approved recall claim will appear on the Daily Claim Detail Report.