



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Operations
Date: December 4, 2019
Re: ***Customer Concern Claim Submission for WUM-98 prior to Supply of Harness (Recall) Parts***

Until the supply of Harness (recall) parts are available, Subaru has a limited supply of seat cushion replacements for customers who experience the concerns outlined in the WUM-98 Campaign Bulletin.

To assist in ensuring that these recalls can be closed as quickly as possible, the recall status for all vehicles under WUM-98 are being changed from "Open-Remedy Not Available" to "Open-Limited Parts Available". **This status will allow retailer submission of the WUM-98 recall claim in Recall Claim Entry on Subarunet.**

In addition, the "WUM-98 Recall VIN Submission" form on Subarunet will be removed, and parts should be ordered through normal channels.

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

Claim Submission Instructions

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 182-051 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.** 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.