

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: November 1, 2019**

**UPDATE Subaru Safety Recall: WUM-98 Forester Passenger-side Front Airbag ODS**

### **PARTS SUPPLY AND TIMELINE**

Subaru of America, Inc. (SOA) will notify affected vehicle owners via first class mail on Monday, December 2, 2019. It is expected that by Wednesday, December 4<sup>th</sup> or Thursday, December 5<sup>th</sup>, some customers may begin calling Subaru retailers regarding this recall.

Subaru Corporation (SBR) currently plans to begin producing the wiring harness for this repair beginning on December 12, 2019. Production should be 2,500 to 2,600 wiring harnesses per day. Once the wiring harnesses are received by SOA, they will be immediately distributed to retailers.

Therefore, appointment scheduling should be able to begin on approximately December 15, 2019.

Subaru of America, Inc. (Subaru) is recalling certain 2015-2018 model year Forester vehicles to replace the passenger-side front airbag Occupant Detection System (ODS) harness. A total of 365,515 U.S. vehicles will be affected by this recall.

### ***Affected Vehicles***

Model Year	Carline	Production Date Range	Vehicle count
2015-2018	Forester	January 20, 2015 – August 01, 2017	365,515

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

### ***Reason for this Recall***

Over time, due to a decrease in contact pressure between terminals in the ODS sensor mat harness, a temporarily unstable electrical connection may be possible. If the connection is temporarily unstable, the ODS may not properly determine the status of the right front seat occupant.

### ***Safety Risk***

If the ODS is unable to correctly determine the status of a front occupant, the airbag warning light may illuminate, and the front passenger airbag may deactivate even though the seat is occupied, increasing the risk of injury to the front passenger in the event of a crash.

### ***Description of the Remedy***

For all potentially affected vehicles, Subaru retailers will replace the ODS sensor mat harness with a new part at no cost to the customer.

### ***Owner Notification***

Subaru will notify all affected vehicle owners by first class mail on December 2<sup>nd</sup> advising them of this recall. We expect parts to be available starting on approximately December 15<sup>th</sup>, and customers will be re-notified regarding parts availability in phases and then be able to schedule an appointment for repair.

### ***Retailer Responsibility***

Any vehicles listed in any recall that are in retailer stock must be:

1. Immediately identified.
2. Tagged or otherwise marked to prevent their delivery or use prior to repair.
3. Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin, once the parts become available.

Until the parts are available, this recall cannot be performed. If an affected vehicle is in for service, please inform the owner that their vehicle is affected by this recall and that remedy parts are not yet available, and that all affected owners will be re-notified by mail once the repair can be performed.

### ***Service, Parts, and Claim Instructions***

Remedy parts as stated above, should become available December 15, 2019. Please refer to the WUM-98 Product Campaign Bulletin which is posted on STIS for additional details.

***UNTIL REMEDY HARNESS PARTS BECOME AVAILABLE, SUBARU HAS A LIMITED SUPPLY OF SEAT CUSHION REPLACEMENTS AVAILABLE FOR CUSTOMERS WHO EXPERIENCE THIS CONDITION WITH CONFIRMED DTC CODES. PLEASE SEE SPECIAL RECALL CLAIMS ENTRY PROCESS BELOW.***

***WE ANTICIPATE RECEIVING LIMITED REMEDY HARNESS PARTS BEGINNING APPROXIMATELY DECEMBER 15, 2019. ONCE REMEDY HARNESES ARE RECEIVED BY SOA, THEY WILL BE IMMEDIATELY DISTRIBUTED TO RETAILERS FOR USE TOWARD RECALL REPAIR. ONCE THE RECALL STATUS IS UPDATED TO "OPEN—LIMITED PARTS AVAILABLE," STANDARD RECALL CLAIMS SUBMISSION PROCEDURES WILL APPLY. IN THE INTERIM—WHILE THE STATUS REMAINS "OPEN—REMEDY NOT AVAILABLE"—CONTINUE TO FOLLOW THE SPECIAL RECALL CLAIMS ENTRY PROCESS OUTLINED BELOW.***

### ***SPECIAL RECALL CLAIMS ENTRY PROCESS for seat cushion replacement***

Inspection or replacement of the seat cushion assembly for a vehicle included in this recall should not be claimed as a warranty repair. While the status of the recall remains "Open-Remedy Not Available," normal entry procedures will cause issues when trying to submit a claim for this recall. As a result, please follow the procedures below for submitting a claim under this Recall:

1. Gather a copy of the repair order for the inspection / replacement seat cushion. If it is an inspection only, please make sure the repair order includes the supplier code and date in the format outlined in the Inspection Determination section of the campaign bulletin.

2. Complete a claim entry form. The Subaru Claim Entry Form can be found on Subarunet: Service Operations & Technical > Forms/Downloads.
3. Submit a warranty copy of the Repair Order along with a completed Claim Entry Form to ***recall\_submission@subaru.com***.
4. 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.
5. 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.
6. Please direct any inquiries regarding this process or the status of documents that were sent to the **Subaru Claims Helpline** at: **866-782-2782, option 2**.

**REMINDER:** The supplier code AND date code MUST be recorded on the document(s) submitted for claim reimbursement. Use the following format example: 6578-18074.

We expect to provide an additional update within three weeks.