

IMPORTANT SAFETY RECALL

This notice applies to the VIN below



Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WUM-98
NHTSA Recall ID 19V-701
February 2020

Dear Subaru Owner:

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

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2015-2018 model year Forester vehicles. You previously received a letter informing you of this recall, stating that the remedy parts were not yet available.

This letter is to inform you that parts are now available.

REASON FOR THIS SAFETY RECALL

Over time, the terminals connecting the Occupant Detection System (ODS) harness to the sensor mat in the bottom of the front passenger seat can loosen, developing an unstable electrical connection. If this happens, the ODS may not properly determine the correct status of the right front seat occupant and prevent the front passenger-side airbag from deploying in the event of a crash.

If the ODS is unable to correctly determine the status of the right front seat occupant, 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.

WHAT SUBARU WILL DO

Subaru will replace the ODS sensor mat harness with a remedied one at no cost to you.

WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) for an appointment to have the ODS sensor mat harness replaced in your vehicle, free of charge.

As a precaution, please limit the use of the front passenger seat until this safety recall is completed. If you must use the front passenger seat, and the airbag warning light and/or the PASSENGER AIR BAG OFF indicator illuminates while the seat is occupied, the passenger should move to the rear seat after the vehicle has come to a complete stop in a safe area.

HOW LONG WILL THE REPAIR TAKE?

The time required for this repair is approximately one hour. 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.

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

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, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WUM-98 Recall
P.O. Box 9103, Camden, NJ 08101-9877

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information about future parts availability and the most Frequently Asked Questions, please go to:

- <http://www.wum98.service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to 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:
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