

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2015-18MY Forester **NUMBER:** WUM-98R
SUBJECT: Occupant Detection Wiring Harness Inspection **NHTSA ID:** 19V-701
DATE: 10/14/19
REVISED: 11/20/19

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 366,282 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 | 366,282 |

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 prior to repair. This information is now available.

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.

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| <p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p> | <p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p> |
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OWNER NOTIFICATION:

Subaru will notify affected vehicle owners by first class mail in December advising them of this recall and that parts are not yet available. Retailers will be advised when that notification begins.

UNTIL ODS SENSOR MAT HARNESS PARTS AVAILABILITY IS ANNOUNCED (UP TO 6 MONTHS), VEHICLES EXPERIENCING THIS CONDITION, WITH CONFIRMED DTC CODES, MUST BE INSPECTED FOLLOWING THE SERVICE PROCEDURES OUTLINED LATER IN THIS BULLETIN TO DETERMINE THE CORRECT REPAIR PATH. IF A HARNESS -RELATED FAILURE IS DETERMINED, REPAIR WILL REQUIRE REPLACEMENT OF THE SEAT CUSHION ASSEMBLY USING EXISTING PARTS SUPPLY. REPAIRS OF THIS TYPE MUST BE CLAIMED USING THE SPECIAL RECALL CLAIMS ENTRY PROCESS OUTLINED AT THE END OF THIS BULLETIN.

RETAILER RESPONSIBILITY:

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$21,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

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

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to repair.
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly follow the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

SERVICE PROCEDURE:

The following procedures are to be followed until supply of the recall part (harness) becomes available. At that time, this bulletin will be updated with new Service Procedures. ALWAYS check STIS for the latest version of this bulletin to ensure proper repair procedures are followed.

If a customer presents with a complaint of their AIRBAG warning light on and/or passenger ODS inoperative, use the following diagnostic process. If the customer does not report a current concern with their AIRBAG light being on or ODS operation, please request they wait for official notification of recall parts availability for any further action.

Once the customer reported condition is confirmed, proceed with diagnosis as outlined here.

IMPORTANT NOTE: If aftermarket leather is found installed on the ODS seat bottom, all efforts must still be made to complete this recall. The presence of aftermarket leather alone does not prevent performance of this repair procedure. Should any questions arise, please refer to the Claims Policy and Procedure Manual, section 8.4.45.4 “Non-OEM Components Discovered During a Safety Recall Repair.”

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INSPECTION:



NOTES:

- There is enough room under the seat to access the harness label and perform the date / supplier code inspection without removing the seat assembly.
- Do not pull on the sensor mat harness with excessive force. There is enough flexibility and slack in the harness available to access the label for this inspection.

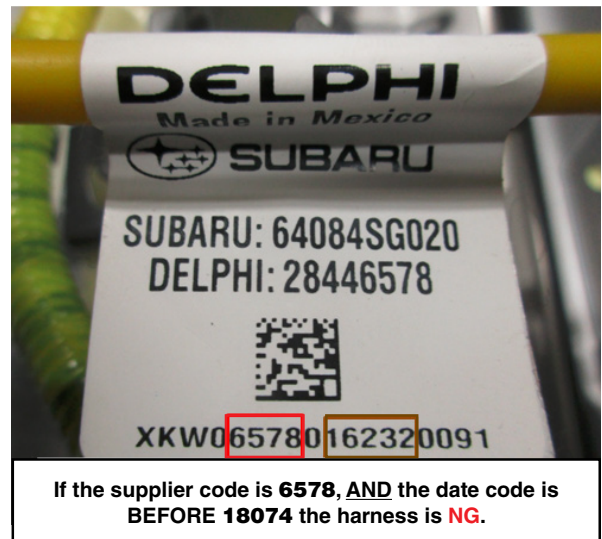
TIP: Take a photo of the label with a phone then review the image to get the necessary information.

Inspection Determination:

Step 1. If the date code (**BROWN** box in photo) on the label is **AFTER 18074**, the harness is **OK**. See additional ****NOTE** below.

Step 2. If the date code is **18074** or **BEFORE AND** has the supplier code **6578** (**RED** box in photo) on it, the harness is **NG** and the seat cushion assembly must be replaced. Always order the most up-to-date part number seat cushion assembly for the VIN being repaired. Follow the Service Procedure in the applicable Service Manual for the repair.

- “16” is the year (2016) and “232” is the 232nd day of the year: “16232”.



IMPORTANT: The Repair Order must include the Original **AND** (if the seat bottom assembly was replaced) the replacement part’s supplier code and date information as outlined above. Use the following example: **6578-18074**.

****NOTE:** In the **VERY RARE** case where the harness is **OK** but the AIRBAG warning light is on with an ODS -related DTC in memory, submit a recall claim for inspection only. Continue diagnosing the DTC following the modified Service Manual procedure provided below for reference as there may be another cause for this DTC. Refer to the Vehicle Coverage Inquiry to identify available coverage.

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BEFORE proceeding with diagnosis of any ODS-related DTC. Always check to see if the passenger seat cushion is wet, contains moisture or has been exposed to excessively humid conditions for some time. The seat cushion must be completely dry before proceeding with further diagnostics. NEVER use a hair dryer or heat gun to dry the seat cushion.

| Step | Check | Yes | No |
|---|---|---|---|
| 1. CHECK DTC. Read the DTC of the occupant detection system. | Are any of DTC B1760, B1761, B1771 and B1795 detected? | Perform the diagnosis according to DTC. | Go to step 2. |
| 2. CHECK POOR CONTACT OF CONNECTORS. Check for poor contact of the connectors between the occupant detection control module and airbag control module. | Is there poor contact? | Reconnect the connector. If condition is not improved, replace the Right Hand (RH) rear body harness. | Go to step 3. |
| 3. CHECK AIRBAG REAR HARNESS. 1) Turn the ignition switch to OFF, disconnect the battery ground cable, and wait for 60 seconds or more. 2) Disconnect the connectors (AB59) and (AB53) under the passenger's seat. 3) Disconnect the connectors (AB6, AB17, AB18) from the airbag control module, and connect the connector (1AG) in the test harness AG to connectors (AB6, AB17, AB18). 4) Connect the connector (1AP) in the test harness AP to the connector (AB53). 5) Measure the resistance between connector (6AG) in the test harness AG and connector (2AP) in the test harness AP. Connector & terminal (6AG) No. 9 — (2AP) No. 1: (6AG) No. 11 — (2AP) No. 2: | Is the resistance less than 10 Ω? | Go to step 4. | Replace the RH rear body harness. |
| 4. CHECK AIRBAG REAR HARNESS. Measure the resistance between connector (6AG) in the test harness AG and chassis ground. Connector & terminal (6AG) No. 9 — Chassis ground: (6AG) No. 11 — Chassis ground: (6AG) No. 9 — (6AG) No. 11: | Is the resistance 1 MΩ or more? | Go to step 5. | Replace the RH rear body harness. |
| 5. CHECK OCCUPANT DETECTION HARNESS. 1) Turn the ignition switch to ON. 2) Measure the voltage between connector(2AP) in the test harness AP and chassis ground. Connector & terminal (2AP) No. 3 (+) — Chassis ground (-): | Is the voltage 10 V or more? | Go to step 6. | Check the battery voltage and fuse. If there is no fault, replace the RH rear body harness. |
| 6. CHECK AIRBAG SYSTEM DTC. 1) Turn the ignition switch to OFF. 2) Reconnect the disconnected connector. 3) Turn the ignition switch to ON. 4) Read Airbag System current DTC. | Is DTC B1650 detected? | If the condition is not improved, replace the occupant detection system (passenger side cushion & frame assembly). If the condition is still not improved, then replace the airbag control module. | The system is currently normal. Check if any other DTC is detected. If there is no current DTC, perform Clear memory. |

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Inspection or replacement of the seat cushion assembly for a vehicle included in this recall should ***not*** be claimed as a warranty repair. Since the current status of the recall is “Open-Remedy not yet 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:

- Gather a copy of the repair order for the inspection / replacement seat cushion.
- For Inspection Only and / or replacement claims, the Repair Order must include the Original **AND** (if the seat bottom assembly was replaced) the replacement part’s supplier code and date information as outlined above in the Inspection Determination section.
- Submit a warranty copy of the Repair Order along with a completed Claim Entry Form to: recall_submission@subaru.com.
- Upon receipt of this information, the Claims Team will enter a recall claim accordingly. In the VERY RARE case where inspection determines the harness is **OK**, the claim will pay **0.2** hours of labor for the harness label inspection **ONLY**. In cases where the seat cushion assembly 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.
- 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 original part’s supplier code AND date code **MUST** be recorded on the document(s) submitted for claim reimbursement. Use the following format example: **6578-18074**.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. The Repair Order must include the Original **AND** (if the seat bottom assembly was replaced) the replacement part’s supplier code and date information as outlined above.

| Specific Conditions Identified During Inspection | Recall Coding | Labor Operation # | Labor Time | Claim Type |
|---|---|-------------------|------------|------------|
| Airbag light OFF - Harness Outside Affected Range- No Repairs Required | WUM-98R Inspection Only | N/A | 0.2 | RC |
| Airbag Light OFF - Harness Within Affected Range- ODS Seat Bottom R&R Only | WUM-98R- Repair | N/A | 0.8 | |
| Airbag Light Reported as ON- DTCs Found- Harness Within Affected Range (See Additional Requirements) | <ul style="list-style-type: none"> • Recall Cannot be Closed Until All Repairs Completed- Replace the ODS Seat Bottom. Confirm if condition is resolved or if a separate failure exists. • If the ODS seat bottom replacement resolves the concern, use the WUM-98R Claim Coding shown above and close the recall. • If there is still a concern, follow the Additional Requirements below. | | | |
| Airbag Light Reported as ON- DTCs Found- Harness Outside Affected Range- (Rare Case) See Additional Requirements section below. | WUM-98R Inspection Only | N/A | 0.2 | RC |

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| Additional Requirements (Rare Case) Actions Necessary When Airbag Light is Reported as ON and DTCs are found. | Warranty Coding | Labor Operation # | Labor Time | Fail Code | Claim Type |
|---|--------------------------------------|--------------------------|-------------------|------------------|-------------------|
| Airbag Light Reported as ON and DTCs Are Found. Revised Service Manual Diagnostics As Outlined In This Bulletin Must Be Completed. Additional Repairs May Also Apply. Contact Claims Team. | ODS CM, Load Cell and/or Harness R&R | B820-496 | 0.8 | URD-** | WC/ SA/ PA |
| | Airbag System Testing | C820-201 | 0.9 | | |
| | CVT Torque Converter Relearn | C303-708 | 0.1 | | |

***See Labor Time Guide for applicable trouble code.*

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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OWNER NOTIFICATION LETTER

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



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

Subaru Safety Recall WUM-98
NHTSA Recall ID 19V-701
December 2019 – Interim Notification

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 received this notice because our records indicate that you currently own one of these vehicles.

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.

Remedy parts are not yet available.

Subaru is in the process of acquiring the parts necessary to perform this repair. As parts become available over the next few months, Subaru will contact you again by mail advising you to schedule an appointment with your Subaru retailer (dealer).

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.

WHAT SUBARU WILL DO

Once parts are available, Subaru will replace the ODS sensor mat harness with a remedied one at no cost to you.

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.

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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 when you are notified that parts are available.

Sincerely,
Subaru of America, Inc.

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.)

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