

**URGENT**  
**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**  
**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](http://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](http://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](http://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.

*A subsidiary of SUBARU CORPORATION*