

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: November 21, 2019

Owner Notification Schedule: WUP-01 and WUS-04 – Impreza and Crosstrek PCV Valve Recalls

WUP-01 Owner Notification Schedule

Owner notification letters for WUP-01 will be mailed from December 2 through December 16. Owners with a valid email address on file will also be notified by email once all of the postal mailings have been completed. In addition, the following will occur:

- December 16 – WUP-01 will appear in the recalls section of MySubaru.com.
- December 16 – MySubaru will alert customers on the homepage of the WUP-01 open recall.
- December 19 – Care Connect will have WUP-01 and will include it in Scheduled Maintenance Triggers and Recall Market Drivers
- December 19 – WUP-01 will be available in SOA-approved online schedulers – ScheduleConnect and Xtime. If you need assistance with configuration, please contact your CCAM (CareConnect Account Manager) or DPC (Xtime Dealer Product Consultant).

WUS-04 Owner Notification Schedule

Owner notification letters for WUS-04 will be mailed on December 3. Owners with a valid email address on file will also be notified by email. In addition, the following will occur:

- December 3 – WUS-04 will appear in the recalls section of MySubaru.com.
- December 3 – MySubaru will alert customers on the homepage of the WUS-04 open recall.
- December 6 – Care Connect will have WUS-04 and will include it in Scheduled Maintenance Triggers and Recall Market Drivers
- December 6 – WUS-04 will be available in SOA-approved online schedulers – ScheduleConnect and Xtime. If you need assistance with configuration, please contact your CCAM (CareConnect Account Manager) or DPC (Xtime Dealer Product Consultant).