

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: April 1, 2020

New Subaru Safety Recall: WRC-20 – 2019 MY Crosstrek Rear LH/RH Seat Belt Replacement

Please be advised that the WRA-20 Customer Satisfaction Service Program for replacing the left and right rear seat belt assemblies in certain 2019 model year Crosstrek vehicles has been escalated to a safety recall. The new safety recall code for this action will be WRC-20.

Affected Vehicles

Vehicles affected by the WRA-20 service program which have not yet been repaired will be included in this recall.

Model Year	Carline	Production Range
2019	Crosstrek	August 22, 2019 – September 13, 2019

The WRA-20 coverage for 4,862 unrepaired vehicles has been expired, and the new WRC-20 recall coverage is now applicable to those vehicles.

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Description of the Defect and Safety Risk

The improper installation of a pawl spring during manufacturing could reduce the operating sensitivity of the webbing sensor, which may affect the seatbelt locking function.

The subject vehicles are equipped with rear seat belt assemblies with a dual locking mechanism; a primary G-sensor lock and a redundant webbing sensor lock. In the event of a crash, the primary G-sensor lock is not affected and will properly restrain the passenger. However, if in the unlikely circumstance that the G-sensor lock unexpectedly fails to function, the seat belt assembly may not restrain the passenger properly, increasing the risk of injury.

Description of the Repair

Subaru retailers will replace the left and right rear seat belt assemblies in all potentially affected vehicles.

Owner Notification

Owner notification is expected to occur on or around April 24, 2020. A copy of the owner notification letter will be added to the WRC-20 Product Campaign Bulletin on STIS prior to owner notification. Affected VIN lists will also be distributed prior to owner notification.

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 perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this safety recall is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Service and Claim Instructions

Please refer to the WRC-20 Product Campaign Bulletin on STIS. Any remaining unsubmitted WRA-20 claims should be submitted as WRC-20 claims, as described in the claim reimbursement and entry procedures section of the bulletin.