

**URGENT
IMPORTANT SAFETY RECALL**

This notice applies to the VIN identified in the address section printed below



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

**Subaru Safety Recall WRC-20
NHTSA ID 20V-189
April 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 2019 model year Crosstrek vehicles.

You received this notice because our records indicate that you currently own one of these vehicles. You previously received a letter informing you of a service program to correct this condition.

This is to inform you that the service program has now been escalated to a safety recall.

REASON FOR THIS RECALL

Your vehicle is equipped with rear seat belt assemblies with a dual locking mechanism; a primary G-sensor lock and a redundant webbing sensor lock. A pawl spring may have been improperly installed by the seat belt manufacturer, which could affect the webbing sensor lock performance. In the event of a crash, the primary G-sensor lock is not affected and will properly restrain the passenger. However, if the G-sensor lock unexpectedly fails to function, the seat belt assembly may not restrain the passenger properly, increasing the risk of injury during a crash.

WHAT SUBARU WILL DO

Subaru will replace the left and right rear seat belt assemblies in your vehicle at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, free of charge. As a precaution, please limit the use of the left and right rear passenger seats until this safety recall is completed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is less than one hour. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling. For your convenience, your retailer may provide you with a loaner or rental vehicle, 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.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this coverage, 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 Advocacy Department, Attention: WRC-20 Recall
P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

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, please go to: <http://www.wrc20.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- 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: Write us at Subaru of America, Inc.
Attn: Customer Advocacy 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