

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: January 20, 2020**

### **WUT-05 Forester Rear Coil Springs – Customer Satisfaction Service Program**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the rear coil springs on certain 2014-2016 model year Forester vehicles. Over time, if the rear coil spring outer coating is damaged by stones and other road debris, the spring material may develop pitting from corrosion and a small section of the spring could break away. When this condition is present, owners of affected vehicles may notice (i) pieces of metal (spring) on the ground near where the vehicle is parked or (ii) one corner of the vehicle sitting lower.

#### ***Affected Vehicles***

There are 498,995 vehicles in the U.S. affected by this campaign

Model Year	Carline	Production Range	VIN Range
2014-2016	Forester	March 25, 2013 – April 28, 2016	EG428969 - GH569086

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This information is now available.

#### ***Description of the Repair***

Subaru retailers will replace both rear coil springs with new springs that have improved resistance to corrosion.

#### ***Owner Notification***

Subaru expects to notify affected vehicle owners by first class mail and by email, if a valid email address is on file, in phases beginning early February 2020. Retailers will be advised when owner notification begins.

#### ***Retailer Responsibility***

Retailers are to promptly perform this update on all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the update has been made before selling or releasing the vehicle.

Any vehicles listed in a service program that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

#### ***Service and Claim Instructions***

Please refer to the WUT-05 Service Program Bulletin on STIS.