

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 7, 2020

UPDATE: Owner Notification WUT-05 Forester Rear Coil Springs – Customer Satisfaction Service Program

Owner Notification

Subaru will begin to notify affected Forester vehicle owners by first class mail in phases starting on February 11, 2020. These notifications will be mailed in conjunction with the WUK96 and WUM98 notifications that affect the same vehicles. Affected VIN lists will be distributed to the Regional offices next week.

The owner notification for the remaining vehicles will be scheduled at a later date. Retailers will be advised of that notification schedule before it begins.

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

Description of the Repair

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

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, Parts, and Claim Instructions

For detailed service, parts, and claim information, please refer to the WUT-05 Service Program Bulletin on STIS.