

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2018MY Forester **NUMBER:** WTS-78R
SUBJECT: Subaru STOP SALE/FMVSS **DATE:** 07/09/18
 Non-Compliance Recall-Incorrect **NHTSA ID:** 18V-455
 Certification Label Information **DATE:** 07/19/18

Subaru of America, Inc. (Subaru) is recalling certain 2018 model year Forester 2.5i Premium Black Edition vehicles, due to incorrect information listed on the certification label.

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 \$6,000 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.

AFFECTED VEHICLES:

A total of 3,654 vehicles are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

Your Region/Distributor will provide you with a detailed list of any affected unsold vehicles. If you have any of the affected models in inventory, please ensure that your sales and service staff are immediately notified that any unsold unit(s) are un-saleable until the recall remedy is completed and the recall claim is submitted.

Model Year	Carline	Production Start Date	Production End Date
2018	Forester 2.5i Premium Black Edition	July 6, 2017	January 22, 2018

NON-COMPLIANCE CONDITION:

The subject vehicles are equipped with factory-installed 18-inch wheels. However, the certification label incorrectly lists the wheel size, tire size, and tire pressure applicable to vehicles equipped with 17-inch wheels. As a result, the affected vehicles fail to comply with Federal Motor Vehicle Safety Standard Number 110 (FMVSS 110) regarding tire selection and rims for motor vehicles.

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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DESCRIPTION OF THE REMEDY:

The remedy for this condition will involve the installation of a corrected label over the incorrect information.

OWNER NOTIFICATION:

Subaru will notify affected vehicle owners by first class mail. Owners with a valid email address on file with MySubaru.com will also be notified by email.

Owner notification is expected to occur by the end of July, and retailers will be advised when the notification begins.

RETAILER PROGRAM RESPONSIBILITY:

Any vehicles listed in a recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or 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 (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

RETAILER AFFECTED VIN LISTS:

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of potentially affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this recall.

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INTRODUCTION:

This procedure involves placing an overlay label on a portion of the Federal Motor Vehicle Safety Standards (FMVSS) label located at the base of the left (driver's side) "B" pillar below the door striker. The label must be corrected as the original factory-installed label contains incorrect wheel size, tire size, and air pressure information for certain 2018MY Subaru Forester 2.5i Premium Black Edition vehicles.

MATERIALS REQUIRED:

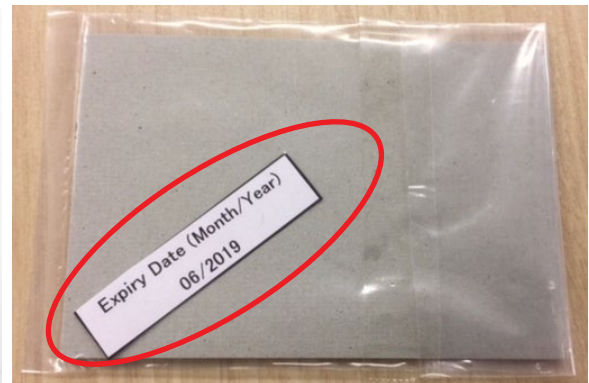
Cleaning supplies to insure proper application of the new label consisting of:

- A clean cloth
- Isopropyl (rubbing) alcohol (NEVER use denatured alcohol or any higher solutions of alcohol.)
- Painter's (removable masking) Tape (or equivalent).

PART INFORMATION:

The part number for the replacement FMVSS label kit is **99095SG000**. These labels should be available at each RDC by July 13, 2018. Please order the labels for your affected vehicles accordingly.

IMPORTANT: The shelf-life of the remedy label is approximately one year. The label packaging will contain a sticker with an expiration date ('Expiry Date (Month/Year)'). If the repair date is beyond the expiration date of the label, that label should not be installed and a new one should be ordered.



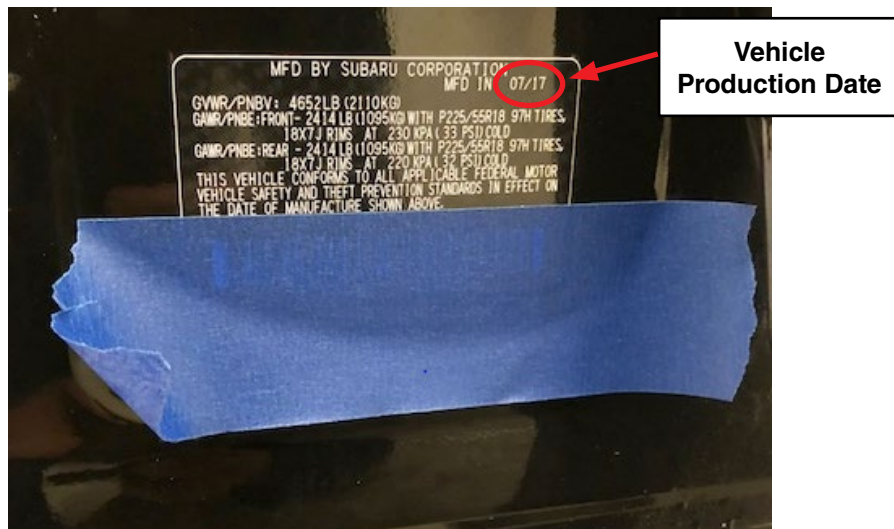
SERVICE PROCEDURE:

IMPORTANT: Read through this procedure COMPLETELY before proceeding further.

- Moisten a small area of the clean cloth with the isopropyl alcohol and clean the surface of the original label. **NEVER attempt to peel off the original label as it includes the Vehicle Production Date and label damage will occur.**
- Use a dry area of the cloth to wipe dry the original label thoroughly.

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- Use a piece of Painter's Tape CAREFULLY placed along the top edge of the VIN as shown below. The tape will serve as a horizontal guide for application of the overlay. Do not cover any of the label text above the VIN.



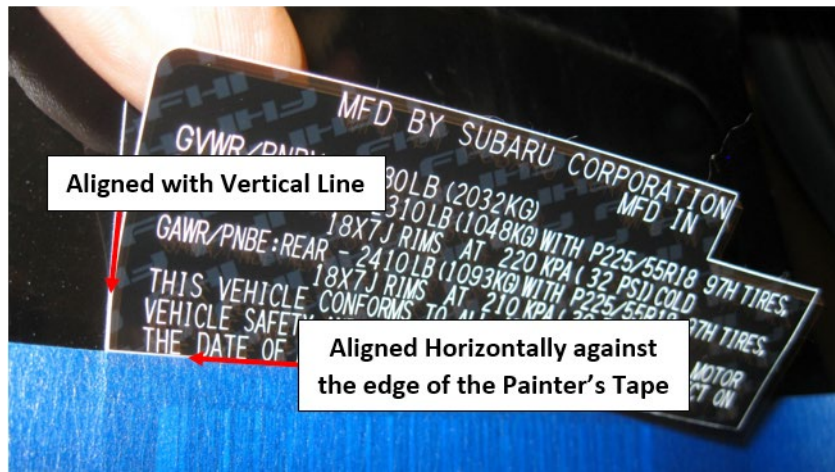
- Peel the backing of the overlay. **USE CARE as the overlay will tear easily.**



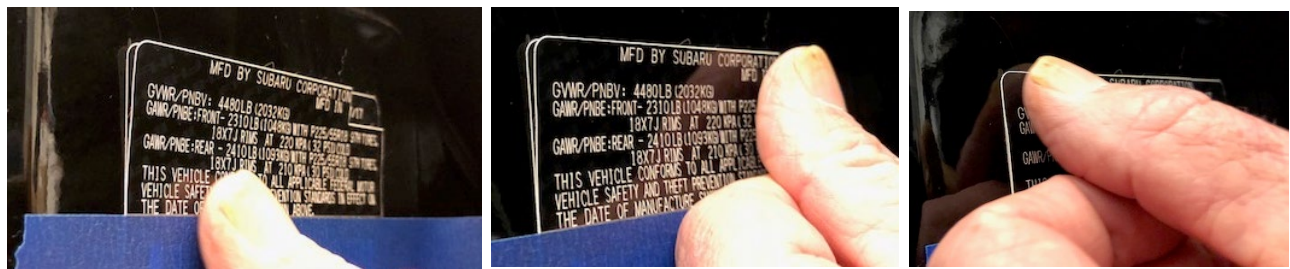
IMPORTANT NOTE: The adhesive on the overlay is **VERY** strong. Take the time to confirm the overlay is properly positioned before application as it **will** be destroyed if any attempt is made to remove it.

- Use one of the vertical white perimeter lines of the original label as a guide for where to position the overlay left-to-right.
- After aligning the end of the overlay with a vertical line of the original label, **CAREFULLY and VERY LIGHTLY** apply it to the existing label against the edge of the horizontal tape guide. Don't apply any more pressure than necessary to hold the overlay's edges in place until proper positioning is confirmed. Keep the top portion away from the original label as shown below.

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- Once the overlay is properly positioned, apply it fully using your thumb, starting at the bottom edge and working back and forth from the bottom upward to avoid trapping air.



- Remove the Painter's Tape to complete the procedure.

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be affixed to the vehicle's upper radiator support.

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302 which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains 1 sheet of 20 labels)	1

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SUBARU
Campaign Code
WTS-78
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through Vehicle Claim Entry on subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
2018MY FORESTER FMVSS LABEL REPLACEMENT	A191-642	0.2	WTS-78	RC

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL
This notice applies to the VIN below



SUBARU

Subaru of America, Inc.
P.O. Box 9800
Camden, NJ 08103-9800
844-373-6614
www.subaru.com

Subaru Recall WTS-78
NHTSA ID 18V-455
July 2018

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 certain 2018 model year Forester 2.5i Premium Black Edition vehicles equipped with factory-installed 18-inch wheels fail to conform to Federal Motor Vehicle Safety Standard No. 110, "Tire Selection and Rims."

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

The Certification label located at the bottom of the driver's side door pillar does not contain the correct wheel size, tire size, and tire air pressure information for your vehicle as required by the applicable regulation. Adhering to the correct wheel and tire information on the Certification label is important because installing incorrect tires or applying incorrect tire air pressure may increase the risk of a crash.

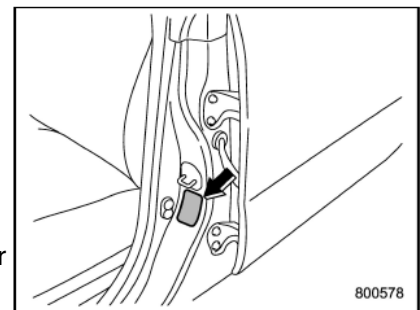
WHAT SUBARU WILL DO

Subaru will affix a corrected overlay label onto your vehicle's Certification label for you at no charge.

WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) for an appointment to have the corrected label affixed to your vehicle, free of charge.

Until the corrected label is installed, when checking or adjusting the air pressure in your tires please refer to the tire inflation pressure label and/or your owner's manual which contains the correct information for your vehicle. The tire inflation pressure label is located on the inside of the driver's side door pillar below the door latch, as shown here.



HOW LONG WILL THE REPAIR TAKE?

The time to affix the corrected label is approximately 12 minutes. 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.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

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.'

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-Retailer Services Department
P.O. Box 9800, Camden, NJ 08103-9800

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, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll-free Auto 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.

Notice to Lessors: Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

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