

- 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: 2019MY Ascent **NUMBER:** WTU-80
SUBJECT: **STOPSALE/Recall -** **DATE:** 08/02/18
Possible Missing Spot Welds **NHTSA ID:** 18V-TBD

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Ascent vehicles, due to the possibility of some missing body structure welds. A total of 293 U.S. vehicles are affected by this recall.

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 293 U.S. vehicles are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

Model Year	Carline	Production Date
2019	Ascent	July, 2018

Your Region/Distributor will provide you with a detailed list of the affected vehicles. If you have any of the affected vehicles in inventory, please ensure 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 recorded in the system by the SOA Claims group.

NOTE: Not all VINs produced in the date range listed above are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

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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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CONDITION:

There is a possibility that some spot welds were missed during production around the B-pillar. If these spot welds were missed, the strength of the vehicle's body may be reduced, potentially increasing the risk of injury in the event of a crash.

DESCRIPTION OF THE REMEDY:

Subaru factory representatives will be dispatched to inspect all affected vehicles. Please isolate any affected vehicles at your dealership and do not allow them to be test-driven or delivered to a retail customer until the inspection is completed.

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 August for any retailed vehicles that have not been inspected by that time.

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.

Whenever a vehicle subject to any 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.

SERVICE PROCEDURE / INFORMATION:

Retailers will be provided a detailed list of any affected sold and unsold vehicles by their respective Regional Office / Distributor.

Subaru factory representatives will be dispatched to inspect all affected vehicles. Please isolate any affected vehicles at your dealership for that inspection.

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CLAIM PROCEDURES:

Once the Subaru factory representative's inspection has been completed, the inspection information will be provided to the SOA Claims group to record into the system. If the vehicle does not pass the inspection, it will be returned to the factory and replaced with a new one.

Any unsold unit(s) are un-saleable until the claim is recorded by the SOA Claims group, indicating that the vehicle passed the inspection.

If you have any questions, please contact the Subaru Claims Helpline at 1-866-SUBARU2 (1-866-782-2782).

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.