

## **Subarunet Announcement**

**To: All Subaru Retailers**

**From: Subaru of America, Inc.**

**Date: May 31, 2019**

### **New Subaru Safety Recall: WUG-92 Left Rear Door Glass**

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Crosstrek vehicles to replace the left-side rear door window glass. These vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 205, "Glazing Materials." A total of 256 U.S. vehicles will be affected by this recall.

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

Model Year	Carline	Production Date Range	Vehicle count
2019	Crosstrek	July 11, 2018 – July 16, 2018	256

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available early next week.

#### ***Reason for this Recall***

The left-side rear door window glass in the affected vehicles may not have been properly tempered during the glass manufacturing process. Glass that is not properly tempered fails to meet Federal Motor Vehicle Safety Standard 205, "Glazing materials." If broken, glass that does not meet this safety standard can shatter into large fragments that can increase the risk of injury.

#### ***Description of the Remedy***

Subaru will replace the left-side rear door window glass in these vehicles at no charge to the customer.

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

During the first week of June, owners with a valid email address on file will be notified by email. Shortly after that email deployment, Gen2 vehicles with an active SUBARU STARLINK™ subscription will also receive in-vehicle and MySubaru notifications of this new recall.

Subaru will also notify affected vehicle owners by first class mail later in June. Retailers will be advised when that notification begins.

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

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

- Immediately identified.

- Tagged or otherwise marked to prevent their delivery or use prior to 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 necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Each Subaru retailer will receive an affected VIN list from their Zone Office prior to owner notification. The affected VIN list for this recall will be based on the original selling dealer.

***Service, Parts, and Claim Instructions***

Detailed service, parts, and claim information will be forthcoming and will be made available early next week in the WUG-92 Product Campaign Bulletin on STIS.