

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

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




QUALITY DRIVEN® SERVICE

## REPAIR PROCEDURE

**SUBJECT:** Repair Procedure for Subaru Recall  
Campaign WQA-37; 2009~2012MY  
Subaru Forester Rear Seat Center Seatbelt

**DATE:** March 13, 2012

### INTRODUCTION

Subaru has determined that certain 2009 through 2012 model year Forester vehicles have been manufactured with a rear seat center seatbelt that does not comply with the Federal Motor Vehicle Safety Standard requirement for securing a child restraint system (CRS) also known as a “child safety seat”.

The rear center seatbelt may not adequately secure certain CRSs that require a short belt routing configuration for attachment. This seatbelt contains an Automatic Locking Retractor that may not lock as intended when such a configuration is used, preventing a tight and secure installation of the CRS. If the CRS is not properly secured, the CRS may not provide the protection it was designed to provide, and the child occupying the CRS may be at an increased risk of injury in the event of a crash.

This recall will involve replacing the rear seat center seatbelt assembly on all affected vehicles.

### AFFECTED VEHICLES

**2009~2012 Subaru Forester**

**Affected VINs are contained in the following range.**

Model		From	To
Forester	2009MY	JF2SH6*6*9*700001	JF2SH6*6*9*797855
	2010MY	JF2SH6*C*A*700001	JF2SH6*C*A*918317
	2011MY	JF2SH**C*B*700001	JF2SH**C*B*783898
	2012MY	JF2SH**C*C*400002	JF2SH**C*C*4***** (TBD)

\* Various Characters may occupy this position

**Recall coverage for all potentially affected vehicles must be confirmed by using Vehicle Coverage Inquiry in Subarunet.**

*Continued...*

## DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a recall/campaign that are in dealer 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 this Product Campaign Bulletin.

**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 Dealer failing to perform the applicable service procedures as defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) 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.**

## PARTS INFORMATION

Repair parts will begin to be available during the week of March 12, 2012. Initially, each dealer will automatically be sent the parts needed to repair new inventory vehicles only.

Based on the interior color, identify the actual part number needed in the chart below.

Part Number	Color	Name
64665SC030AP	Gray	WQA37 Seatbelt Kit
64665SC030AR	Black	

**The following additional parts may also be needed in some instances where the clips are compromised during the repair process.**

Each dealer will automatically be sent a quantity of 5 each of the seatbelt caps. It will be necessary to order any additional quantities needed.

Part Number	Name
94482FC001LO	Seatbelt Cap – No Sunroof
94482FC501LO	Seatbelt Cap – W/Sunroof
64396KA010	Hook Rear Seat Cushion

*Continued...*

## MATERIALS NEEDED

It will be necessary to make two headliner supports using the following materials.

Diagrams can be found on pages 13~14.

2-welding rods 3mm (1/8 in.) in diameter

Vinyl tape

Clean shop rags

## Repair Procedure

The repair procedure will consist of replacing the rear center seating position seatbelt buckles and the rear center seating position seatbelt.

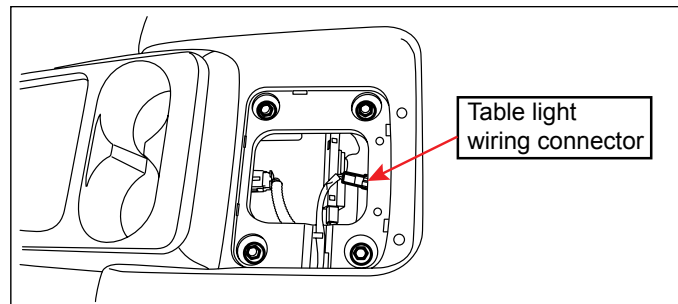
In preparation, prepare two headliner supports, one of each design using the materials listed above and the diagrams found on pages 13~14.

**Note: Make sure to note the orientation of the seatbelt buckle prior to removal.**

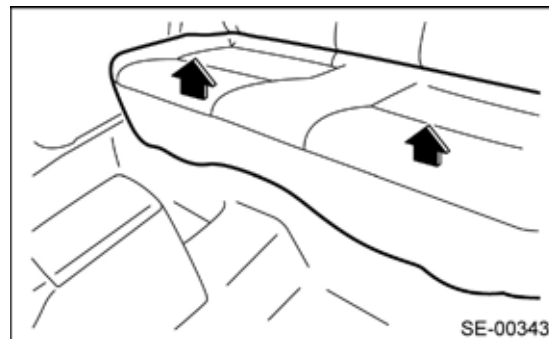
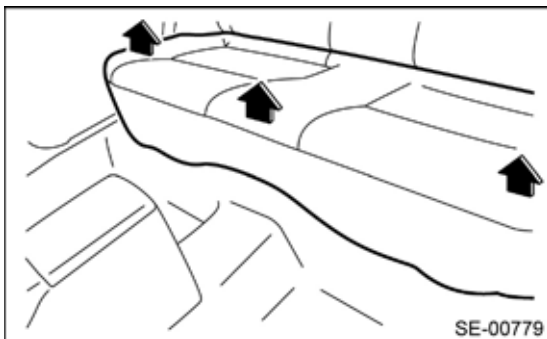
Before beginning, ensure your clothing and hands are free from dirt and grease.

Find a clear and clean area to lay removed rear seat cushion to avoid getting dirt on or damaging it.

1. Record preset radio stations.
2. Turn ignition switch to OFF. Disconnect the ground cable from battery, and wait for 60 seconds or more before starting work.
3. (Models with seat table). Flip open the seat table of the rear seat cushion and remove trim cover. Disconnect the table light (white) wiring connector. **Caution:** Do not disconnect the satellite safing sensor wiring connector. Remove the 4 (10mm) bolts.



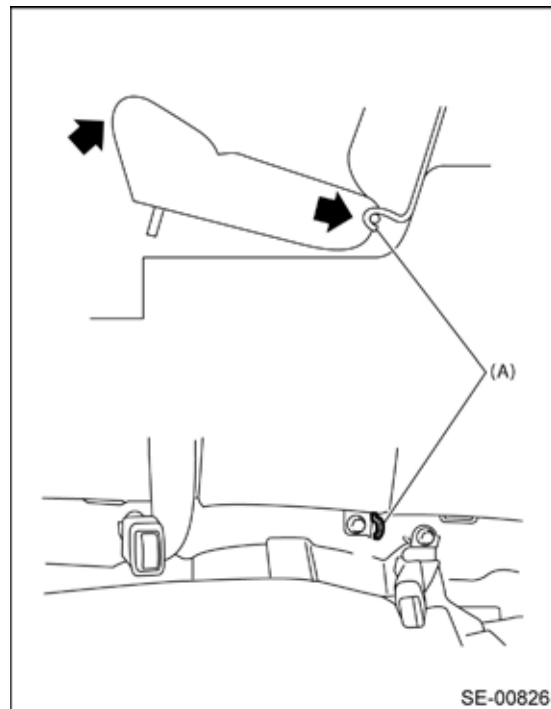
Seat Anchor locations depending upon applicability (with or without seat table).



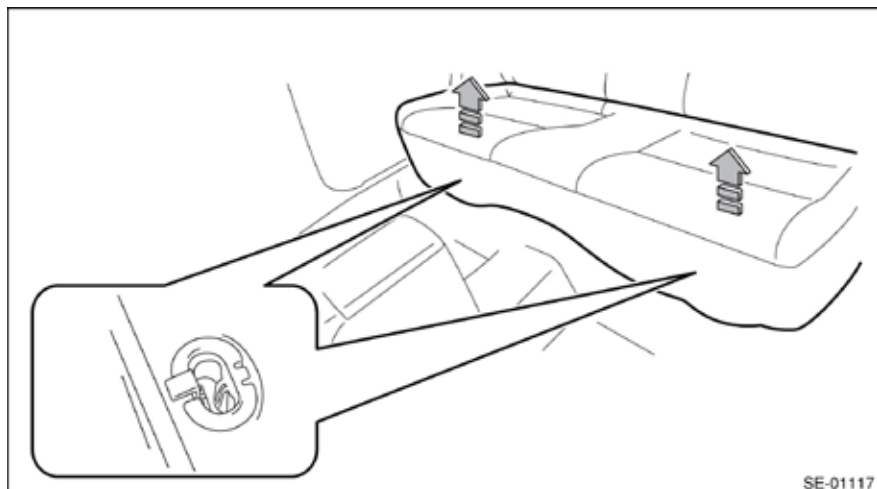
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## Remove the seat cushion

4. Disengage the hook (A) by pushing it back while lifting the front side of the seat cushion. Perform the same procedure on the opposite side. Remove seat cushion from vehicle.



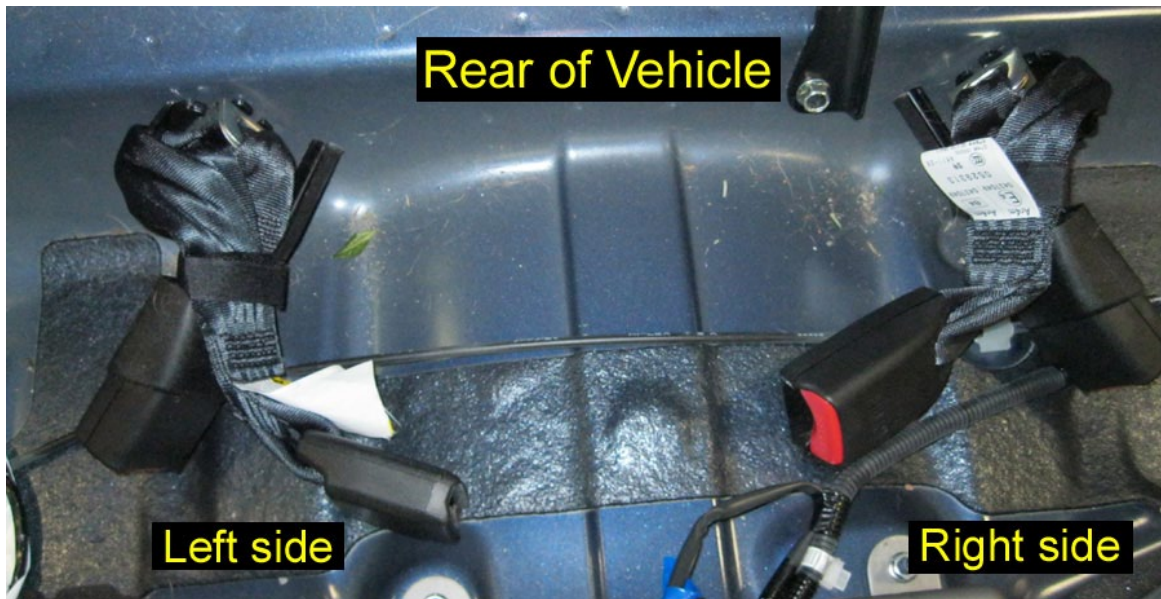
**Caution:** If the hooks (either two or three) on the vehicle body side are disengaged (remain on the seat cushion side) when removing the rear seat cushion, always replace with new hooks to prevent any reduction in the retention force of the hook.



*Continued...*

**Note: Make sure to note the orientation of the seatbelts prior to removal.**

The center seatbelt with “**Key Slot Release**” requires replacement.  
The center seatbelt buckle marked “**Center**” requires replacement.



**Note: Make sure to note the location of the seatbelt brackets.**

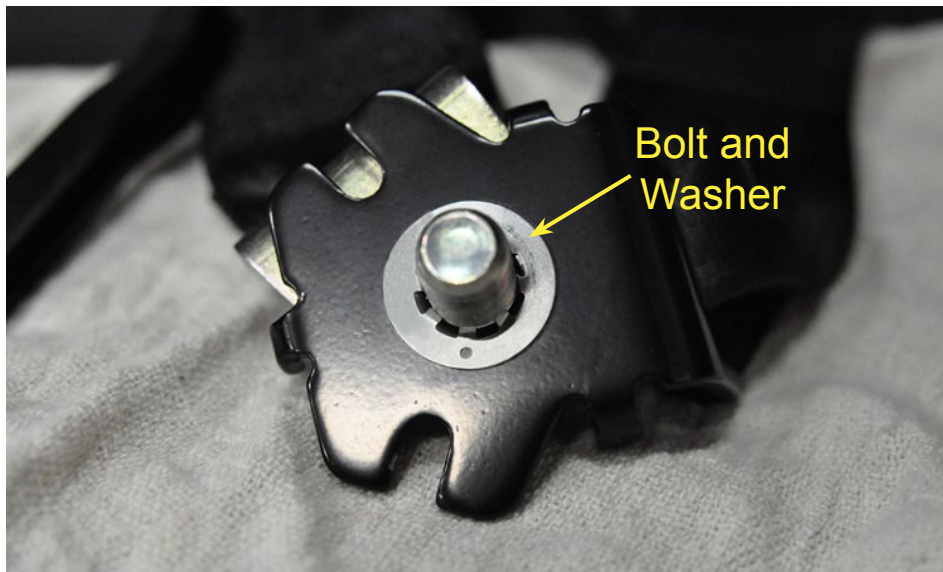


5. Unwrap the Velcro® strap and remove the bolt to remove the seatbelts. Perform the same procedure on the opposite side.

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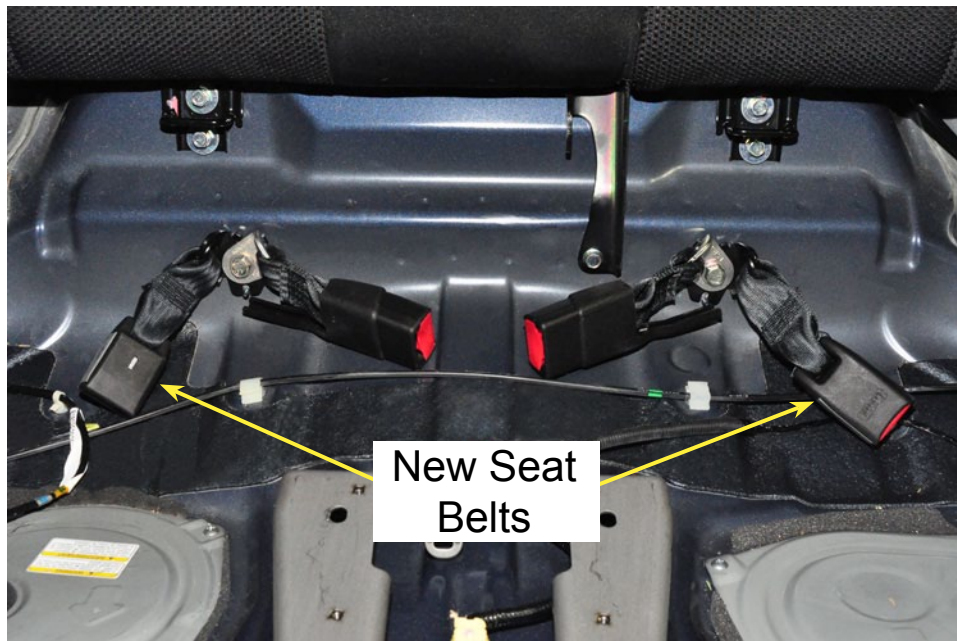
6. Separate seatbelt brackets by removing bolt and washer. Discard bolt and washer.



7. Reassemble both belt assemblies using new inner belt and bolt in the same orientation as original. **Note: Washer is not required.**

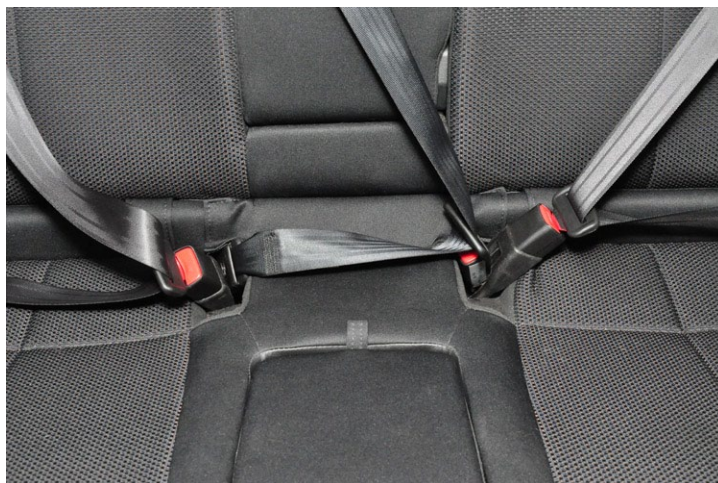
**Caution: Make sure new belt bracket is on the bottom.**

8. Reinstall assemblies into vehicle and torque to spec. 30 N-m (3.06 kgf-m, 22.1 ft-lb)



*Continued...*

9. Reinstall the seat cushion. To facilitate positioning of the seatbelts in the cushion, connect all of the seatbelts. The next step will require an assistant. With each person holding the left and right seatbelts respectively, slide the cushion into place while pulling the belt buckles into position in the seat cushion opening.



Proper seatbelt buckle orientation

*Continued...*

10. Disconnect the belts and position the buckles as shown.

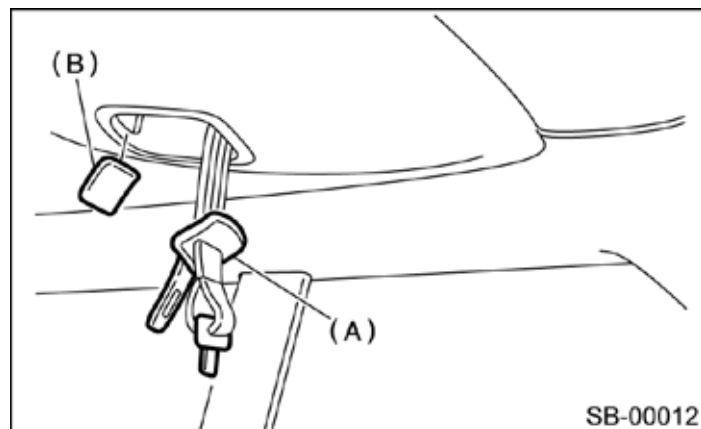


Proper seatbelt buckle(s) positioning

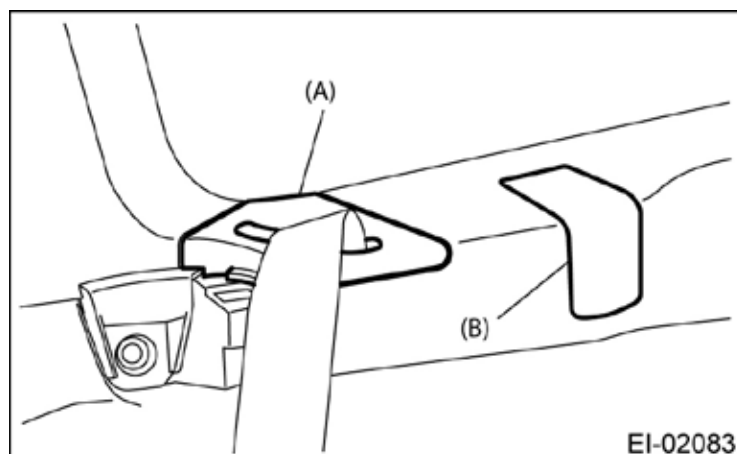
11. (Models with seat table) Connect the table light (white) wiring connector. Install the 4 (10mm) bolts and install trim cover.

#### **Rear center seatbelt**

1. Carefully remove the belt trim cover (B). Pull the outer seatbelt center tongue (A) through the headliner opening.



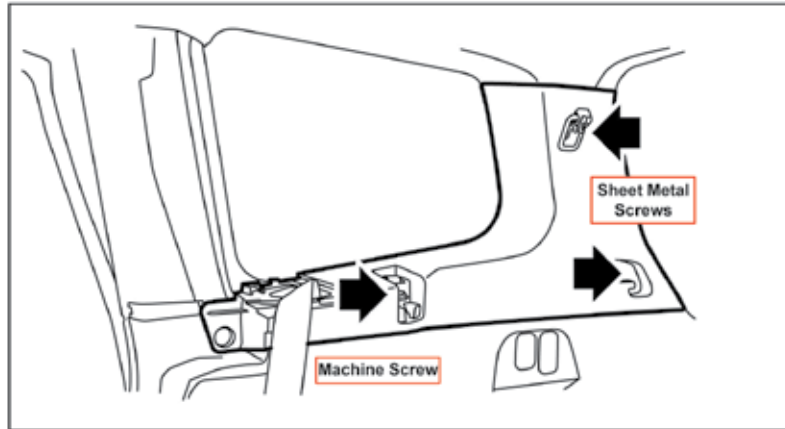
2. Remove the right rear quarter panel trim covers (A) and (B).



*Continued...*



3. Remove the front machine screw and 2 rear sheet metal screws from the right rear quarter panel trim.



4. Carefully unclip the right rear quarter panel trim from body. It is not necessary to remove the panel. Only move it out slightly to allow the headliner to be lowered. Protect the trim edge from chafing the headliner using a shop rag or other suitable cushion. Unclip the rear upper headliner trim.



*Continued...*

**Caution:** Headliner supports will prevent the headliner from creasing or bending, the headliner should not be allowed to drop more than 4 inches on the right side and 1.5 inches on the left side. Headliner supports must be used to prevent damage.



Right side



Left side

*Continued...*

5. Install headliner supports.



Headliner supports in place



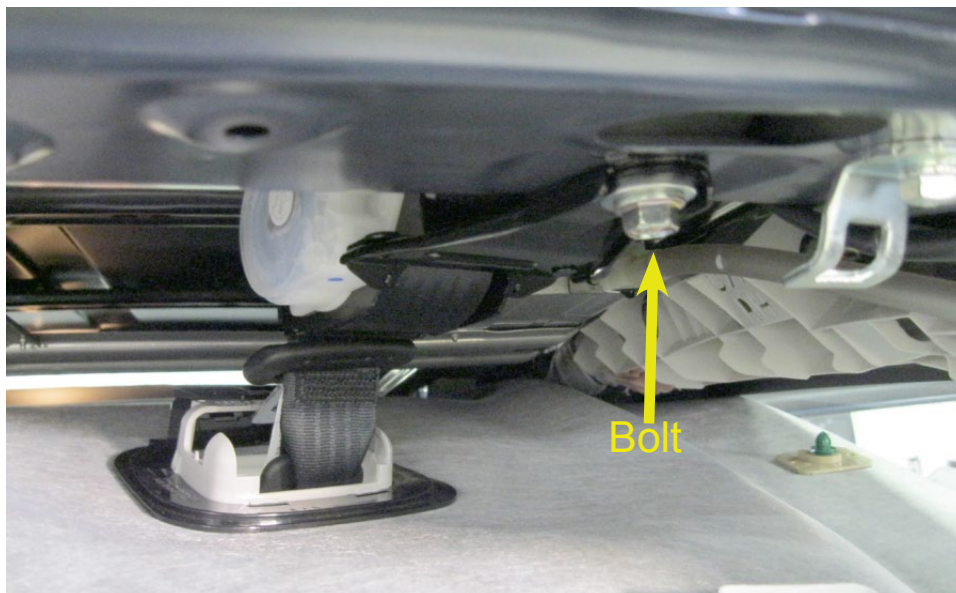
Left side headliner support  
Place over the tailgate opening  
to bottom edge of headliner



Right side headliner support  
Hook to tether anchor, then route  
through headliner opening for tether  
and attach to rear gate stay.

**Note: Use clean shop rags to protect trim and painted surfaces.**

6. Remove the bolt and rear center seatbelt.



7. Install new rear center seatbelt and bolt.

**Caution: Carefully start bolt by hand to prevent cross-threading.**

*Continued...*

8. Torque bolt to **30 N-m (3.06 kgf-m, 22.1 ft-lb)**
9. Remove headliner supports.
10. Install trim in reverse order of removal.
11. Make sure that the seatbelt extends smoothly, retracts properly and the Automatic/Emergency Locking Retractor (ALR/ELR) features function properly.
12. Reconnect ground battery cable.
13. Reset radio stations and set clock.

## RECALL CAMPAIGN IDENTIFICATION LABEL

Type or print the necessary information on a Recall Campaign identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

<b>SUBARU</b>
Campaign Code
WQA-37
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

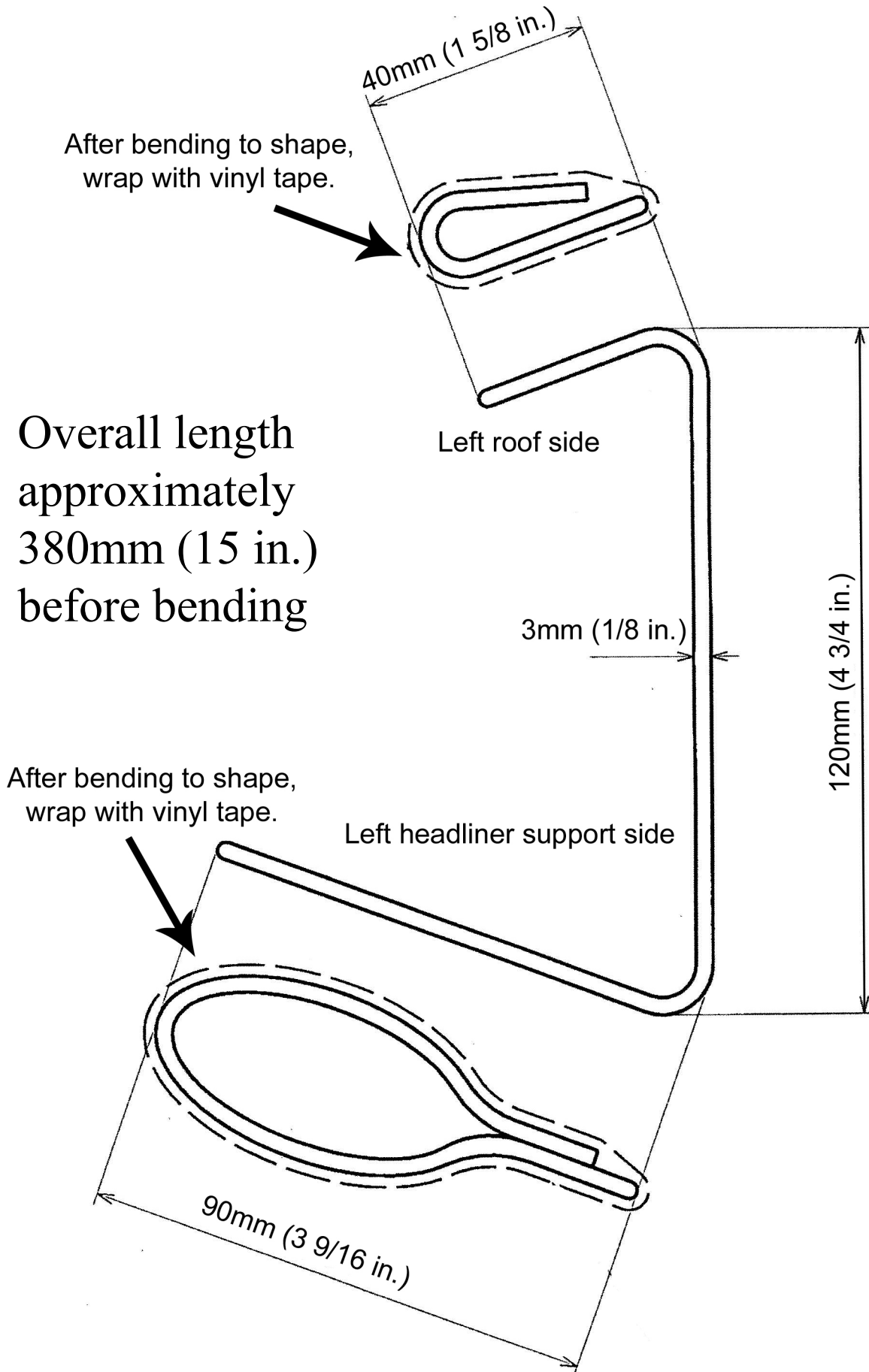
Credit to perform this service program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on [Subarunet.com](http://Subarunet.com).

CLAIM TYPE & CAMPAIGN CODE	MODEL	LABOR	LABOR OPERATION
RC	WQA-37	Forester	191-391 0.5 hrs.
			REAR SEAT CENTER SEATBELT ASSEMBLY RR

*Continued...*



# Left Side



# Right Side

