



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

November 27, 2017

Mr. John Frooshani
Safety Activities Manager, Government Relations
Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

NEF-150JK
17V-701

Subject: Incorrect Floor Mat Retention Bracket

Dear Mr. Frooshani:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
SUBARU/CROSSTREK/2018

Mfr's Report Date: November 7, 2017

NHTSA Campaign Number: 17V-701

Components:
SERVICE BRAKES
VEHICLE SPEED CONTROL:ACCELERATOR PEDAL

Potential Number of Units Affected: 2,367

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2018 Crosstrek vehicles. These vehicles may be equipped with an incorrect floor mat retention bracket, allowing the floor mat to move out of position and interfere with the accelerator or brake pedal operation.

Consequence:

If the floor mat moves out of position and interferes with the accelerator or brake pedal operation, it can increase the risk of a crash.

Remedy:

Subaru has notified owners, and dealers will inspect the floor mat retention bracket and replace it if necessary, free of charge. The recall began November 14, 2017. Owners may contact Subaru customer service at 1-800-782-2783. Subaru's number for this recall is WTR-77.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at jennifer.kruger@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with a long horizontal stroke at the end.

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement