

Part 573 Safety Recall Report

17V-701

Manufacturer Name : Subaru of America, Inc.

Submission Date : JAN 08, 2018

NHTSA Recall No. : 17V-701

Manufacturer Recall No. : WTR-77



Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.

Address : P.O. Box 6000

Cherry Hill NJ 08034-6000

Company phone : 856-488-8500

Population :

Number of potentially involved : 2,367

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Subaru Crosstrek

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: An incorrect floor mat retention bracket may have been installed for the driver's side floor mat. As a result, the floor mat may move out of position and possibly interfere with the driver's operation of the accelerator pedal and/or brake pedal.

-The basis for how the recall population was determined: The recall population was based on floor mat bracket installation records of 2018MY Crosstrek vehicles processed at a vehicle processing facility.

-How the recalled products differ from products that were not included in the recall: Other Subaru vehicles had the correct retention bracket installed.

Production Dates : MAY 16, 2017 - SEP 07, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : An incorrect floor mat retention bracket may have been installed for the driver's side floor mat. As a result, the floor mat may move out of position and possibly interfere with the driver's operation of the accelerator pedal and/or brake pedal.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : The floor mat may move out of position and possibly interfere with the driver's operation of the accelerator pedal and/or brake pedal. Should that

occur, it may lead to a crash.

Description of the Cause : A floor mat retention bracket designed for other Subaru models was inadvertently installed in the 2018MY Crosstrek. Because of this, the retention force is not sufficient, possibly resulting in the bracket detaching from the vehicle body.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : NR
Address : NR
NR
Country : NR

Chronology :

October 17, 2017: SUBARU CORPORATION (Subaru) received their first field report regarding an out-of-position floor mat on a 2018MY Crosstrek vehicle.

October 18-30, 2017: Subaru conducted an investigation to determine the root cause.

October 31, 2017: Subaru decided to perform a safety recall of all potentially affected vehicles.

Description of Remedy :

Description of Remedy Program : Check the floor mat retention bracket and if an incorrect one is installed, replace the bracket with a correct one.

How Remedy Component Differs from Recalled Component : The recalled component is "Floor Mat Retention Bracket" (part number: J501SAJ300), which is designed for different models from the subject model. The remedy component is "Floor Mat Retention Bracket" (part number: J501SFL902), which is designed for the subject model.

Identify How/When Recall Condition was Corrected in Production : From October 18, 2017, a correct floor mat retention bracket was installed at the subject processing facility.

Recall Schedule :

Description of Recall Schedule : Dealers were notified on November 1, 2017. Please disregard the date entered into the online recall portal system (i.e. begin/end date of

November 7, 2017). Due to the way the system is setup, this was the earliest possible date we could use.

Planned Dealer Notification Date : NOV 07, 2017 - NOV 07, 2017

Planned Owner Notification Date : NOV 14, 2017 - NOV 14, 2017

* NR - Not Reported