

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: November 1, 2017

Subject: New Subaru STOP SALE/Safety Recall: WTR-77 Incorrect Floor Mat Retention Bracket

Subaru of America, Inc. is recalling certain 2018 model year Crosstrek vehicles processed by the SDC Port, which had an incorrect floor mat retention bracket installed.

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

Approximately 2,367 vehicles are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available shortly.

Your Region/Distributor will provide you with a detailed list of affected units. If you have any of the affected models in inventory, please ensure that your sales and service staff are immediately notified that the unit(s) are un-saleable until the recall campaign is completed and the claim is submitted.

Model Years	Models	Production Start Date	Production End Date
2018	Crosstrek	05/16/2017	09/01/2017

Condition

The incorrect bracket installed may not provide sufficient retention.

Safety Hazard

As a result of this condition, the floor mat may move out of position and may interfere with driver's operation of gas pedal and/or brake pedal, increasing the risk of a crash.

Description of the Remedy

Dealers will inspect the floor mat retention bracket, and replace it with the correct one as necessary.

Owner Notification

Subaru will notify potentially 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 in November. Retailers will be advised when the notification begins.

Repair

For detailed information, please refer to the WTR-77 Product Campaign Bulletin on STIS.

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, which will be available on STIS in the near future.

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, or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Retailer Affected VIN Lists

Subaru Retailers will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list based on the selling retailer. Retailers are required to limit the use of these lists for the purpose of completion of this safety recall.