

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: November 9, 2017**

### **UPDATE: Owner Notification for Safety Recall WTR-77 Incorrect Floor Mat Retention Bracket**

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

Owner notification by first class mail is scheduled for November 14, 2017. Owners with a valid email address on file with MySubaru.com will also be notified by email.

#### ***Retailer Affected VIN Lists***

Subaru Retailers will receive an affected VIN list from their Zone Office prior to owner notification. 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.

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

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. 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.

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.

| <b>Model Years</b> | <b>Models</b> | <b>Production Start Date</b> | <b>Production End Date</b> |
|--------------------|---------------|------------------------------|----------------------------|
| 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.

#### ***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.

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.

**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.**