

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: April 22, 2019

REMINDER – Owner Notification: Subaru Safety Recall WUE-90 Brake Lamp Switch Replacement-Updated

As previously announced, Subaru of America, Inc. (Subaru) is recalling certain Crosstrek, Forester, Impreza, and WRX vehicles to replace the brake lamp switch. A total of 1,303,530 U.S. vehicles will be affected by this recall.

Owner Notification

Owner notification by first class mail will occur from April 15 through April 29, 2019. Owners with a valid email address on file with MySubaru.com will also be notified by email once all of the postal mailings have been completed. After April 29, Care Connect will have this recall and will include it in Scheduled Maintenance Triggers and Recall Market Drivers.

Online Scheduling

Please make sure that your appointment schedulers are properly configured to avoid overloading your shop. If you are on an SOA-approved scheduler and need assistance:

- Schedule Connect – please contact your CCAM (CareConnect Account Manager)
- Xtime – please contact your DPC (Dealer Product Consultant)

It is very important your staff is prepared for the volume this recall will generate. Listed below are some suggestions that may help manage customer experience:

- Prepare customer-facing staff for increased phone coverage and service drive traffic. Consider adding phone coverage and porters to keep the service lanes moving.
- Since the labor time for this repair is 0.5 hours and does not require a lift, consider setting up stalls outside around the shop, in wash bays or wherever it is possible on the lot. If weather is a challenge temporary tents can be used. Occupying stalls in the main shop for 0.5 hours repairs may reduce shop efficiency. **Retailers utilizing stalls outside of the shop for WUE-90 repairs are exempted from punch times requirements for WUE-90 ONLY. All other policies and procedures remain in effect for WUE-90 repairs, and punch time requirements remain in effect for all other repairs.**
- In early May, required Course “Subaru Brake Switch Replacement” will be assigned to all technicians, interns and apprentices. This 15-minute WBT will cover the switch replacement procedures.
- Consider setting up ‘brake lamp switch teams’ and extending service hours.
- We are shipping each retailer an initial supply of 40 brake lamp switches, however larger stores will need to place another order right away.
- Please remember to check each vehicle at your store for any open recalls.

Description of the Defect and Safety Risk

Silicone gas, potentially introduced to the vehicle through various consumer goods, may seep into the brake lamp switch housing on the affected vehicles. If silicone gas is present in the switch housing during contact closure, silicon dioxide may form a deposit layer on the switch contact terminal. If this layer accumulates, the contact switch may lose conductivity, which may result in a loss of function.

If the brake lamps do not illuminate properly, a trailing vehicle may be unable to recognize the braking operation, which may increase the risk of a rear-end collision.

Description of the Remedy

Subaru retailers will replace the brake lamp switch on all affected vehicles, with a remedied one.

Service, Parts, and Claim Instructions

SOA Parts has shipped an initial supply of the brake lamp switches, special grease, and special tools needed for this repair. Each retailer will receive an initial supply of the following:

- 40 brake lamp switches
- 4 - 2 oz. tubes of special grease
- 3 special tools

Detailed service, parts, and claim information is available in the WUE-90 Product Campaign Bulletin on STIS. Additional brake lamp switches must be ordered through PRIME. Please refer to ‘Recalls & Campaigns/PRIME Max Quantities’ on subarunet for the orderable quantities.

Affected Vehicles

| Model Years | Carline | Production Date Range | Vehicle count |
|-------------|----------------|------------------------------------|---------------|
| 2013-2017 | Crosstrek | May 17, 2012 – June 13, 2017 | 363,566 |
| 2014-2016 | Forester | December 18, 2012 – April 28, 2016 | 526,941 |
| 2008-2016 | Impreza 4-door | April 26, 2007 – October 28, 2016 | 162,744 |
| 2012-2016 | Impreza 5-door | April 28, 2011 – October 3, 2016 | 210,553 |
| 2008-2014 | WRX 4-door | April 26, 2007 – January 15, 2014 | 39,726 |

By now, each Subaru retailer should have received an affected VIN list from their Zone Office prior to owner notification. Affected vehicles will be assigned to retailers as follows:

- Original vehicle owners will be assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN will be assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN will be assigned to the nearest active retailer.

IMPORTANT: *Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this recall.*

Vehicle Coverage Inquiry

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. Please be advised that the status of this recall will continue to display as "Open – Remedy Not Yet Available" until April 16, 2019, at which time the status of this recall will be updated to "Open" for all affected vehicles. Once the status is updated, claims can be submitted.

Retailer Responsibility

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory.

Any vehicles listed in a recall/campaign that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to repair.
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin, once the parts and tools are available.

Depending on the model, the brake lamp switch functions affected may include: brake lamp illumination, transmission interlock (shifting from park), ignition interlock (push-button ignition start), anti-lock brake system (ABS) functionality, vehicle dynamics control (VDC) functionality, and/or Eyesight operation. If the vehicle experiences a loss in function, as described, any of the associated warning light(s) will illuminate.

If it is confirmed that the brake lamp switch is malfunctioning on an affected vehicle prior to remedy parts, special grease, and special tools being available, please order and install the current replacement part applicable to the vehicle, at no charge to the customer. Please ensure that the customer understands that such a replacement would be an interim repair until the modified brake lamp switches, special grease, and special tools arrive at your dealership.

Alternate Transportation Program

As a reminder, section 8.4.7.3 of the Subaru Claims Policies and Procedures Manual, addresses the need for alternate transportation where shop capacity issues are affecting the retailer's ability to complete safety recalls:

8.4.7.3 Non-Parts Related Coverage

For eligible vehicles, the Subaru customer is entitled to a substitute vehicle under non-parts-related coverage if either of the following conditions occur:

- An unscheduled repair is started no later than the close of the first business day after receipt of the vehicle.
- A scheduled repair requires 2 hours or more to complete.

If a substitute vehicle is required beyond 3 calendar days for non-parts related reasons, **obtain an authorization on or before the third day from a District Parts and Service Manager, with the following exception:**

For safety/recall concerns where shop capacity issues are affecting the retailer's ability to complete the repair within the 3-day period, authorizations must be obtained by calling the PIC Helpline.