



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Fixed Operations  
**Date:** November 12, 2019  
**Re:** ***Urgent / Time Sensitive: Process to request Forester Recall WUM-98 Repair Parts for Retailer Pre-Owned Inventory***

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To request a seat cushion part for repair of 2015 – 2018 Forester Pre-Owned retailer inventory affected by Recall WUM-98 input VIN number in the "VIN Entry Form" located in: **Subarunet/ Recalls & Campaigns/WUM-98 Recall VIN Submission**

SOA will accept VIN input through 12:00PM Eastern Time tomorrow, 11/13. After receiving retailer input, SOA will validate the VIN list and allocate parts to retailers based on availability of each part number. Any VINs added after 12:00PM Eastern Time tomorrow will be allocated parts on a first in first filled basis as inventory is available.

Once evaluation of inventory request list is completed SOA will auto-ship available parts directly to retailers. Estimated date of delivery to most retailers is 11/15 in time for VINs to be ready for weekend sales. Please check RPM on 11/14 for order status.

It is anticipated there will be some part numbers that go to backorder status given current in stock availability.

Only CPO eligible VINs in current retailer inventory affected by WUM-98 are eligible. Please check VIN in DCS Vehicle Information Screen to verify recall status. Incorrect entries will be removed from the list.

**Reminder, once the repair is completed and the recall claim has been entered through normal channels, the recall will be closed during the overnight claims process. Then, the normal CPO enrollment process should be followed.**

**NOTE:** Forester models with NON-HEATED seats are NOT affected by this recall.

**Recall WUM-98 Part Request**

<b>VIN</b>	<b>Recall Code</b>	<b>Submit</b>
<input type="text"/>	<input type="text" value="--- Select ---"/>	<input type="button" value="Submit"/>