

- ATTENTION:**
- GENERAL MANAGER
  - PARTS MANAGER
  - CLAIMS PERSONNEL
  - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2019MY Crosstrek  
**SUBJECT:** Left Rear Door Glass Replacement

**NUMBER:** WUG-92  
**DATE:** 06/03/19

**INTRODUCTION:**

Subaru of America, Inc. (Subaru) is recalling certain 2019 model year Crosstrek vehicles to replace the left-side rear door window glass. These vehicles may fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) number 205, “Glazing Materials.” A total of 256 U.S. vehicles will be affected by this recall.

**AFFECTED VEHICLES**

Model Year	Carline	Production Date Range	Vehicle count
2019	Crosstrek	July 11, 2018 – July 16, 2018	256

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com).

**REASON FOR THIS RECALL**

The left-side rear door window glass in the affected vehicles may not have been properly tempered during the glass manufacturing process. Glass that is not properly tempered fails to meet Federal Motor Vehicle Safety Standard 205, “Glazing materials.” If broken, glass that does not meet this safety standard can shatter into large fragments that can increase the risk of injury.

**DESCRIPTION OF THE REMEDY**

Subaru will replace the left-side rear door window glass in these vehicles at no charge to the customer.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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## **OWNER NOTIFICATION**

During the first week of June, owners with a valid email address on file will be notified by email. Shortly after that email deployment, Gen2 vehicles with an active SUBARU STARLINK™ subscription will also receive in-vehicle and MySubaru notifications of this new recall.

Subaru will also notify affected vehicle owners by first class mail later in June. Retailers will be advised when that notification begins.

## **RETAILER RESPONSIBILITY**

Any vehicles listed in any recall/campaign that are in retailer 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.

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

Each Subaru retailer will receive an affected VIN list from their Zone Office prior to owner notification. The affected VIN list for this recall will be based on the original selling dealer.

## **PART INFORMATION:**

The part number for the replacement left rear door glass is: **62011FL030**.

## **SERVICE PROCEDURE / INFORMATION:**

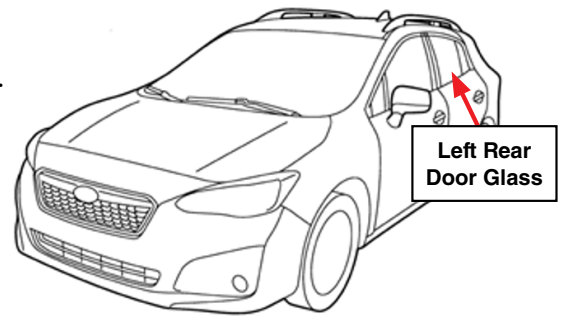
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. Whenever working with highly visible trip components, always take proper precautions to protect them from damage.

The service procedures for replacing the left rear door glass remain unchanged from the current Service Manual. Additional helpful tips have been provided below. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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### Before starting the repair:

- Record customer's Audio and Navigation favorites.
- Fully open (lower) the left rear door glass.
- Disconnect the ground cable from battery.
- Wait at least 60 seconds before proceeding.

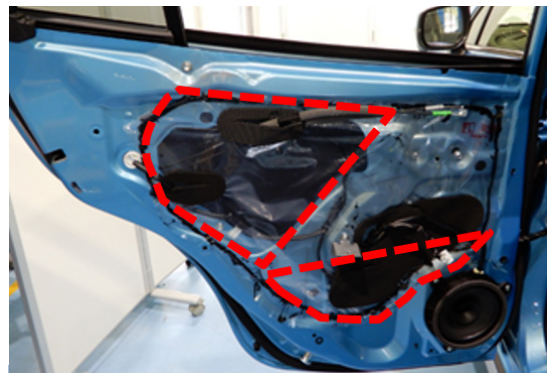
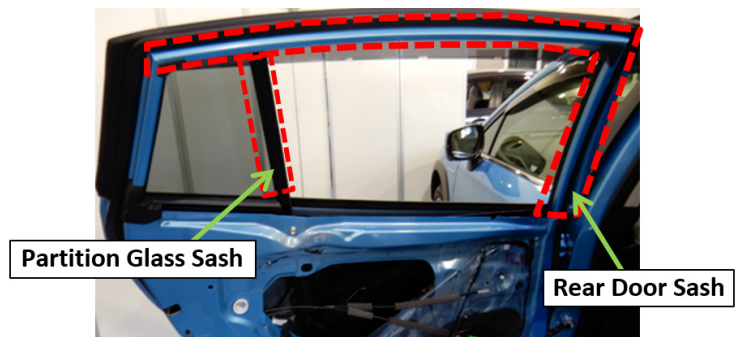


1) Remove the original left rear door glass following the existing procedures in the applicable Service Manual.

**IMPORTANT:** Mark the removed glass **DO NOT USE** to prevent accidental re-use and dispose of it properly.

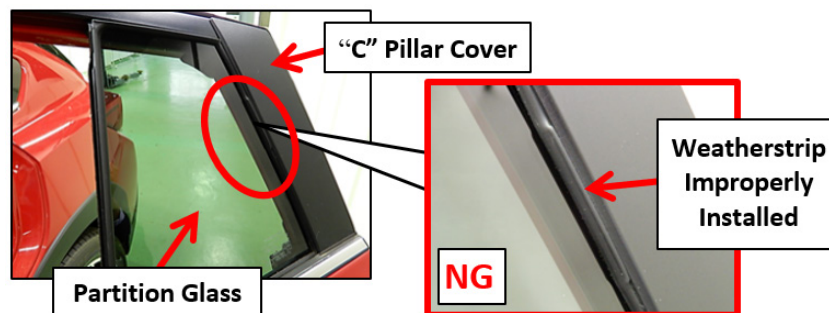
### Helpful Tips:

- To prevent any scratch damage when removing the rear partition and rear door glasses, apply masking or Painter's tape to the red framed areas as shown.
- It is not necessary to remove the entire vapor barrier (sealing cover). Only the red-framed areas as shown below need to be **CAREFULLY** removed for access.



2) Install the new left rear door glass following the existing procedures in the applicable Service Manual.

- Confirm proper installation of the weatherstrip (no "bunching") around the partition glass.



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- Before installing the rear partition sash, install the run channel onto the sash first then into the door panel to make it easier.



3) Complete reassembly in reverse order of removal.

**NOTES:**

- Any damaged trim clips **MUST** be replaced.
- Always confirm the vapor barrier is re-sealed all the way around when reinstalled to prevent water from entering the vehicle.

4) Reconnect the negative battery cable and torque the retaining nut to 7.5 Nm (5.5 ft. lbs.).

5) Reset customer’s Audio presets and Navigation favorites (where applicable).

6) Re-initialize both left and right front windows for the one-touch auto up/down feature if needed.

**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Fail Code	Labor Time	Claim Type
WUG-92- 2019MY CROSSTREK REAR DOOR GLASS REPLACEMENT	191-442	WUG-92	0.4	RC

**IMPORTANT REMINDERS:**

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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## OWNER NOTIFICATION LETTER

**URGENT**  
**IMPORTANT SAFETY RECALL**  
This notice applies to the VIN below



**Subaru of America, Inc**  
PO Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
www.subaru.com

**Subaru Safety Recall WUG-92**  
**NHTSA Recall ID 19V-404**  
**June 2019**

### Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that certain 2019 model year Crosstrek vehicles fail to conform to Federal Motor Vehicle Safety Standard 205, "Glazing Materials." You received this notice because our records indicate that you currently own one of these vehicles.

### REASON FOR THIS SAFETY RECALL

The left-side rear door window glass in your vehicle may not have been properly tempered during the glass manufacturing process. Glass that is not properly tempered fails to meet Federal Motor Vehicle Safety Standard 205, "Glazing materials." If broken, glass that does not meet this safety standard can shatter into large fragments that can increase the risk of injury.

### WHAT SUBARU WILL DO

Subaru will replace the left-side rear door window glass in your vehicle, at no cost to you.

### WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) to arrange an appointment to have the left-side rear door window glass replaced in your vehicle as soon as possible.

To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

### HOW LONG WILL THE REPAIR TAKE?

The actual time to replace the left-side rear door window glass in your vehicle is approximately 25 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

### OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

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**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Customer Support"
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer-Retailer Services Department  
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*