



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

April 3, 2020

Mr. Nick Aplin
National Product Safety Manager
Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103

NEF-150SS
20V-189

Subject: Rear Seat Belt Assemblies May Not Lock As Intended

Dear Mr. Aplin:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
SUBARU/CROSSTREK/2019

Mfr's Report Date: March 31, 2020

NHTSA Campaign Number: 20V-189

Components:
SEAT BELTS:REAR

Potential Number of Units Affected: 4,862

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2019 Crosstrek vehicles with rear seat belt assemblies with a dual-mode locking mechanism. The seat belt webbing sensor locking mechanism may not lock as intended.

Consequence:

In the event of a crash involving multiple impacts, the seat belt may not properly restrain the occupant, increasing the risk of injury.

Remedy:

Subaru will notify owners, and dealers will replace rear seat belt assemblies, free of charge. The recall is expected to begin April 24, 2020. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRC-20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

We have received Subaru's proposed owner notification letter and have approved it for distribution.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement