



**To:** All Subaru Retailers

**From:** Subaru of America, Inc. – Service Quality

**Date:** January 29, 2026

**Re:** ***WRG-25 Rear Gate Stay Bracket 2026 Forester Safety Recall – Owner notification and Part Release Process***

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The purpose of this is to communicate updates regarding the WRG-25 Rear Gate Stay Bracket Safety Recall.

- Owner notification letters will be sent on Thursday, 1/29. All 2026 Forester models with the WRG-25 recall in an “Open-Remedy not yet available” status have been updated to an “Open” status. As a result, retailers can complete the WRG-25 recall on all open vehicles. The updated WRG-25 campaign bulletin will be available on STIS by the end of the week.
- Additionally, there is a new parts release process for the rear gate stays. In rare instances when the technician follows the inspection procedure outlined in this bulletin and the rear gate stay(s) requires replacement, the retailer should follow the part release process outlined below.

#### **WRG-25 Part Release Process**

In rare instances when the technician follows the inspection procedure outlined in this bulletin and the rear gate stay(s) requires replacement, the retailer should submit an order through RPM for the appropriate part number (s) and include the last eight characters of the VIN in the PO field.

A Non-Quality Report (NQR) must be submitted along with the parts order to get the part released. The following procedure must be followed in order to obtain one of these parts. Failure to adhere to these instructions will result in delays.

1. ***Place order for the appropriate rear gate stay (s):*** To expedite part release, enter “WRG25 -last 8 of VIN” in the PO field of the order (example: WRG25- T3100290).
2. ***Submit an NQR:*** The following documentation and testing steps must be added to the NQR:

- When submitting a Non-Quality Report (NQR) you must select “To request release of a part to complete a recall or service campaign” as the Primary Objective.

The screenshot displays the 'Create an NQR' interface. On the left, there are two panels: 'Create a QMR if you need to:' and 'Create an NQR if you need to:'. The 'Create an NQR' panel lists two options: 'To submit files and documents for DSQM review to support warranty preauthorization before repair' and 'To request release of a part to complete a recall or service campaign'. A red box highlights the second option. Below this is a 'Note' stating that pre-authorization is required for all final warranty approvals. On the right, the 'Create an NQR' form includes a 'Retailer' dropdown, a 'What is the primary objective of submitting this report?' dropdown, and two radio button options. The second option, 'To request release of a part to complete a recall or service campaign', is selected and highlighted with a red box.

- Fail code WRG must be used.
- Concern, Cause, and Correction must include all details to support parts replacement, including what side is defective and whether the inspection revealed the incorrect specification or incorrect orientation. Please add the part order number into the *Correction* field.
- Additionally, the NQR must include a photo of the part(s) requiring replacement.

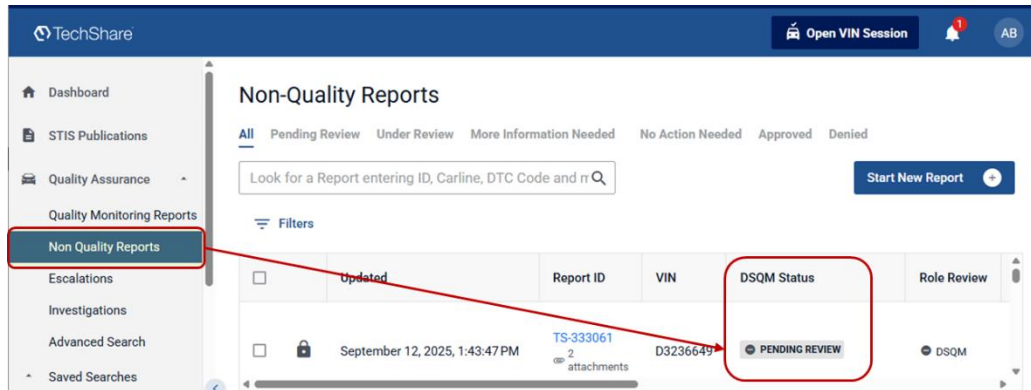
#### Example:

- **Concern:** WRG-25
- **Cause:** Technician identified left rear gate stay has incorrect specification and requires replacement.
- **Correction:** Order number 17912783.

#### Data Requirements:

- Additionally, the NQR must include a photo of the part(s) requiring replacement.
3. Monitor status of NQR: Following the submission of a Non-Quality Report (NQR), the District Service Quality Manager (DSQM) will be notified and will conduct a review to ensure accuracy and compliance.

Retailers may monitor the status of their NQR by navigating to the Quality Assurance tab on the left-hand side of the screen, selecting Non-Quality Reports, locating the applicable report, and referencing the DSQM Status column.



The DSQM Status may display one of the following:

- **Pending Review:** The report has been submitted and is awaiting review by the DSQM.
- **Approved:** The report meets all established criteria, and the part replacement request has been approved. Parts Information Coordinators will reference this status to facilitate the release of parts. No additional action is needed.
- **More Information Needed:** The report does not contain sufficient information to reach a determination. The DSQM will provide comments outlining the additional details required and the appropriate next steps.
- **Denied:** Upon review, the DSQM has determined that the vehicle does not meet the criteria for parts replacement. Technicians are not authorized to replace parts under this determination.