

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: 2025 MY Forester (SHEV)

NUMBER: WRC-25

SUBJECT: Safety Recall and Stop Sale- Insufficiently
Tightened Child Seat Anchor Bolts

DATE: 06/20/25

REVISED: 07/10/25

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2025 model year Forester Strong Hybrid Electric Vehicles (SHEV) to tighten the child seat anchor bolts to the proper torque specification.

Description of the Defect and Safety Risk

The affected vehicles may have been manufactured with insufficiently tightened child seat anchor bolts. Over time, an affected attachment bolt may become loose, leading to possible separation from the vehicle frame.

If a child seat is installed using the rear seat lower anchors in a location where an anchor bolt has separated, the child seat may not be anchored properly during a crash, increasing the risk of injury.

Remedy

For all potentially affected vehicles, Subaru retailers will tighten the child seat anchor bolts to the specified torque at no cost to the customer.

Affected Vehicles

A total of 2,938 U.S. vehicles will be affected by this recall, as listed below. Not all vehicles in the production range listed are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair.

Model Year	Carline	Production Date Range
2025	Forester (SHEV)	November 28, 2024 – March 5, 2025

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD
RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**Subaru of America, Inc. is
ISO 14001 Compliant**

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.

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Retailer Responsibility

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$27,874 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Any vehicles listed in any recall/campaign that are in retailer stock must be:

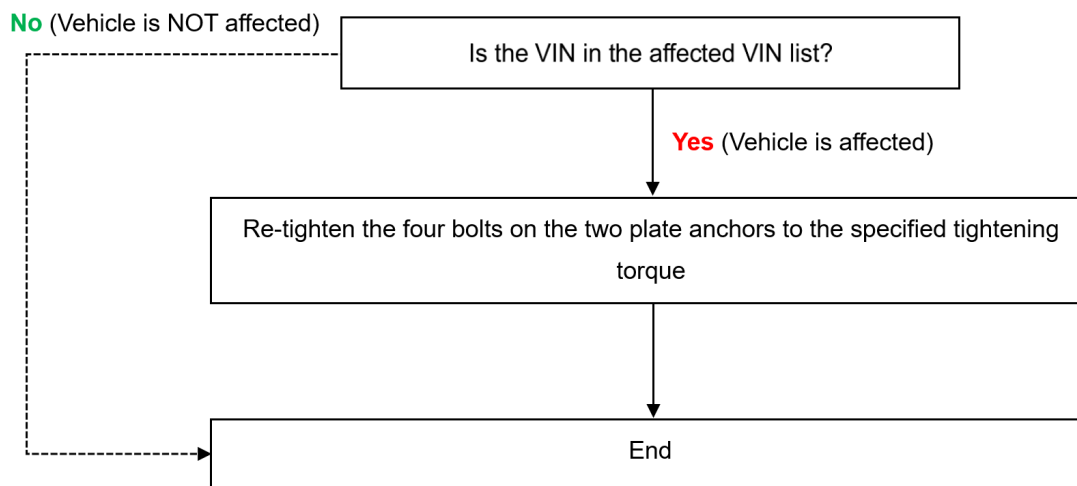
- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). 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.

Owner Notification

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when owner notification is scheduled.

SERVICE PROCEDURE FLOW CHART:

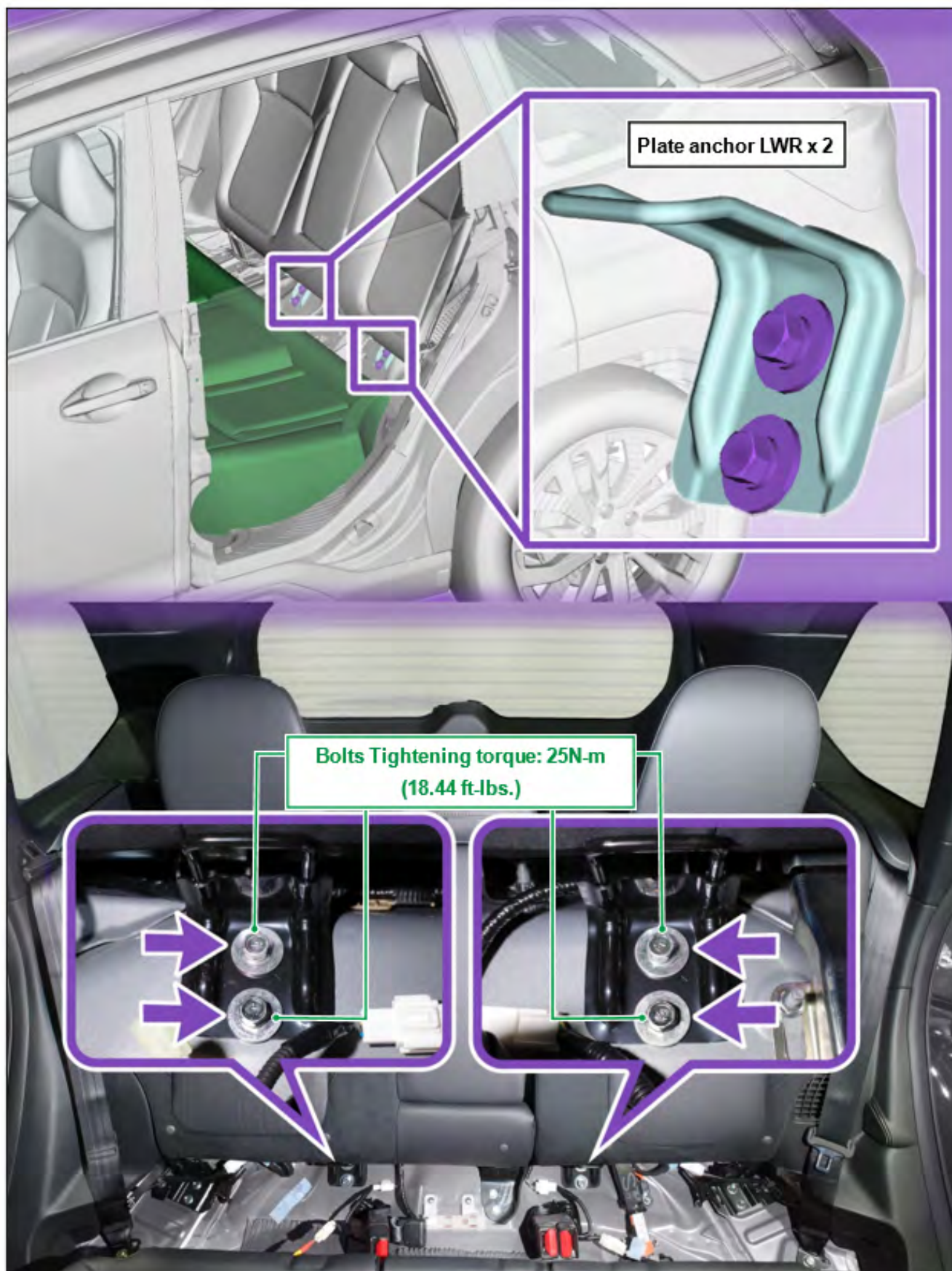


REQUIRED TOOLS & MATERIALS:

Tool Name	Image	Applications
General Tools		Used for re-tightening bolts
Torque wrench		Used for re-tightening bolts

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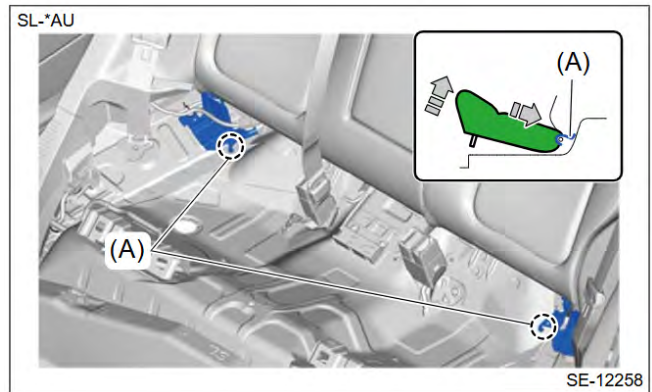
COMPONENT CONFIGURATION:



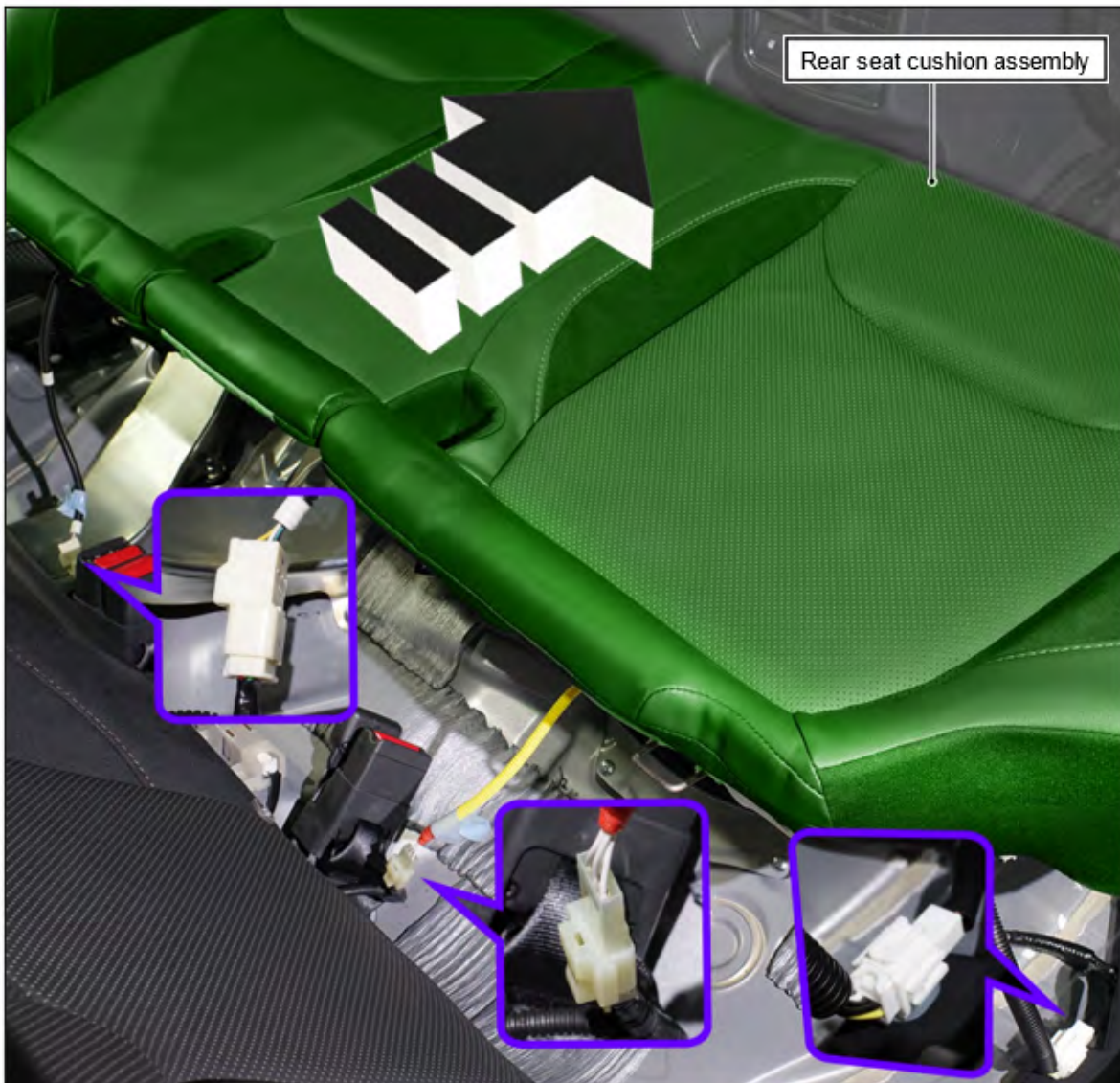
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SERVICE PROCEDURE:

STEP 1: Carefully remove the rear seat cushion assembly by pulling the knobs at the bottom of the seat and lifting upward. Once both front hooks are released, tilt the seat upward to unhook the rear portion of the assembly.



STEP 2: Slide the seat cushion assembly forward to create enough working space. The connectors between the seat cushion assembly and the vehicle's body harness do not need to be disconnected.

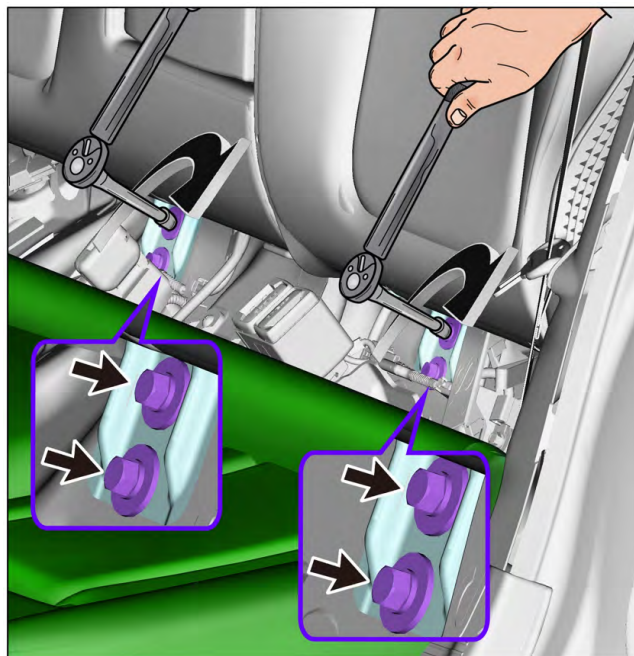


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Caution: DO NOT attempt to torque the bolts with the rear seat cushion assembly installed. The lower bolts cannot be accessed and therefore cannot be torqued properly.



STEP 3: Using a torque wrench, tighten all four bolts securing the plate anchors to **25N·m (18.44ft-lbs)**.



STEP 4: Reinstall the bottom seat cushion assembly according to the applicable Service Manual.

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SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle's upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1

SUBARU
Campaign Code
WRC-25
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

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.

Labor Description	Labor Operation #	Labor Time	Fail Code
WRC25 CHILD SEAT ANCHOR BOLT RETORQUE	A103-531	.2h	WRC-25

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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IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below

**SUBARU**

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

Subaru Safety Recall WRC-25**NHTSA Recall ID 25V419****July 2025**

Dear Subaru Owner:

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

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2025 model year Forester Strong Hybrid Electric Vehicles (SHEV).

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle may have been manufactured with insufficiently tightened child seat anchor bolts. Over time, an affected attachment bolt may become loose, leading to possible separation from the vehicle frame.

If a child seat is installed using the rear seat lower anchors in a location where an anchor bolt has separated, the child seat may not be anchored properly during a crash, increasing the risk of injury.

WHAT SUBARU WILL DO

Subaru will tighten the child seat anchor bolts in your vehicle to the specified torque, free of charge.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately to schedule an appointment to have this safety recall completed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The tightening of the child seat anchor bolts will take approximately 15 minutes. However, it may be necessary to leave your vehicle for a longer period of time to allow your Subaru retailer flexibility in scheduling.

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 go to <https://www.subaru.com/support/customer-support.html> to send us your updated information.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below:

Subaru of America, Inc.

Customer Advocacy Department, Attention: WRC-25 Recall

P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrc25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to <https://www.subaru.com/support/customer-support.html> and select 'Email Us'
- 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:
Subaru of America, Inc.
Attn: Customer Advocacy 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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: 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.NHTSA.gov>.

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