

- 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: 2026MY Forester **NUMBER:** WRG-25R

SUBJECT: Safety Recall and Stop Sale: Rear Gate Stay Bracket **DATE:** 01/30/26

REVISED: 02/04/26

NHTSA ID: TBD

Subaru of America, Inc. (Subaru) has initiated a safety recall for certain 2026 model year Forester Vehicles to replace the rear gate stay and bracket.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The affected vehicles may have been manufactured with an incorrect and/or incorrectly oriented rear gate stay bracket which may cause the rear gate stay to become detached without prior warning during use.

A rear gate stay that detaches from the vehicle without prior warning during use may increase the risk of injury.

REMEDY

For all potentially affected vehicles, Subaru retailers will inspect the rear gate stay brackets and, if necessary, replace the stay and bracket at no cost to the customer.

AFFECTED VEHICLES

A total of 5,603 U.S. vehicles will be included in this safety 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
2026	Forester	September 11, 2025 – October 30, 2025

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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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

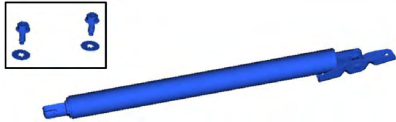

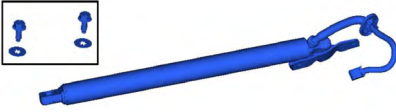

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

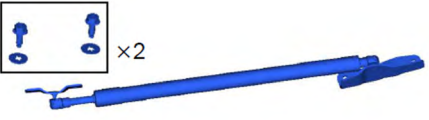

Subaru will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when owner notification is scheduled.

PART INFORMATION:

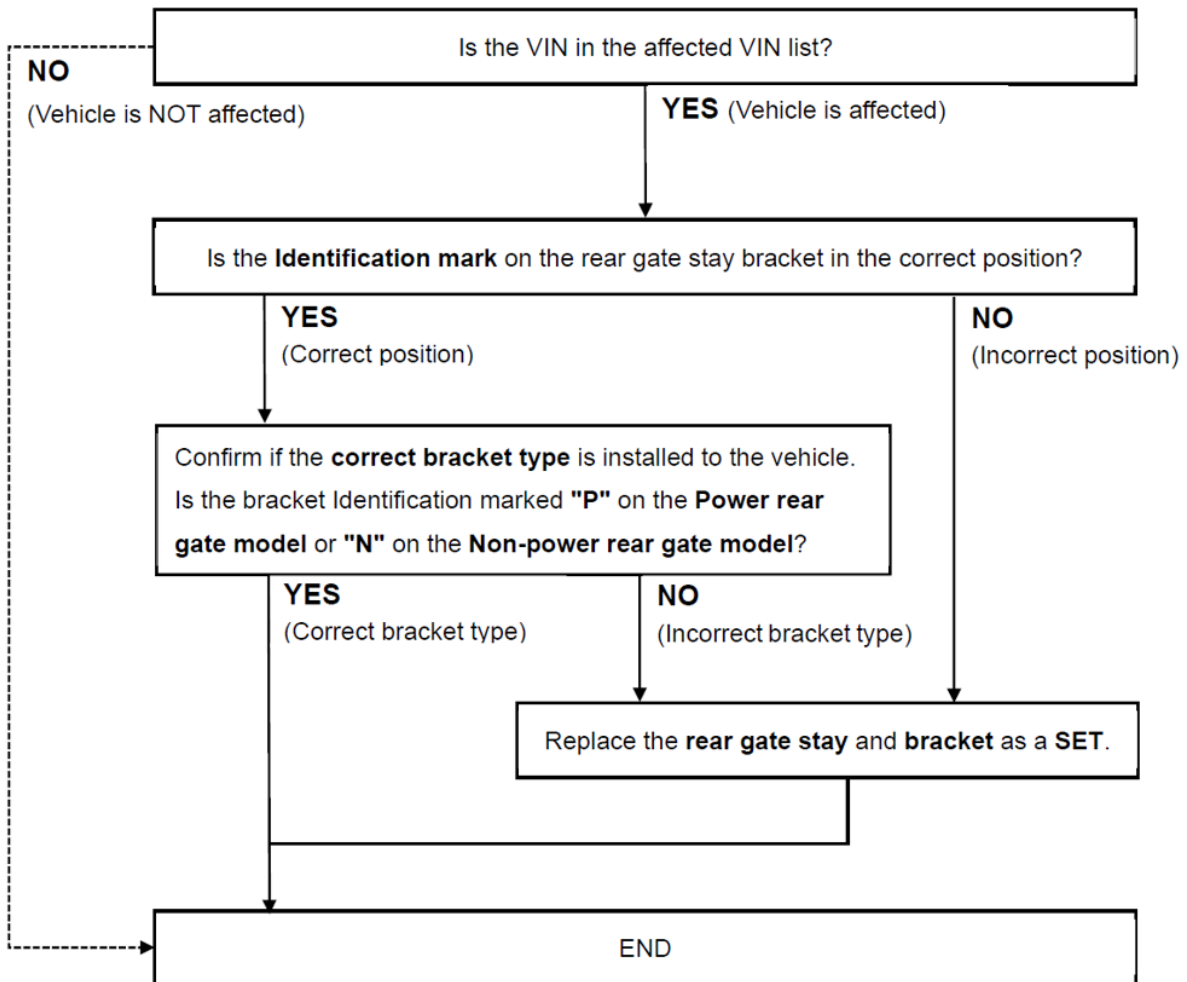
Cases when rear gate stay(s) require replacement, retailers should submit an order through RPM for the appropriate part number(s) and include the last eight characters of the VIN in the PO field. See more details on page 9.

Power Rear Gate Model			
Part Description	Part Number	Qty.	Image
Drive Unit AY C BRH Power Gate Stay(Right Side)	63320SL00A	1	
Drive Unit AY BKTRH Power Gate Stay Bracket(Right Side)	63320SL02A	1	
Drive Unit AY (Left Side)	63320SL01A	1	
Drive Unit AY BKT LH(Left Side)	63320SL03A	1	

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Non-power Rear Gate Model			
Part Description	Part Number	Qty.	Image
Stay Assy RG RH(Right side)	63269SL100	1	 x2
Stay Assy RG LH(Left side)	63269SL110	1	 x2

SERVICE PROCEDURE FLOW CHART:



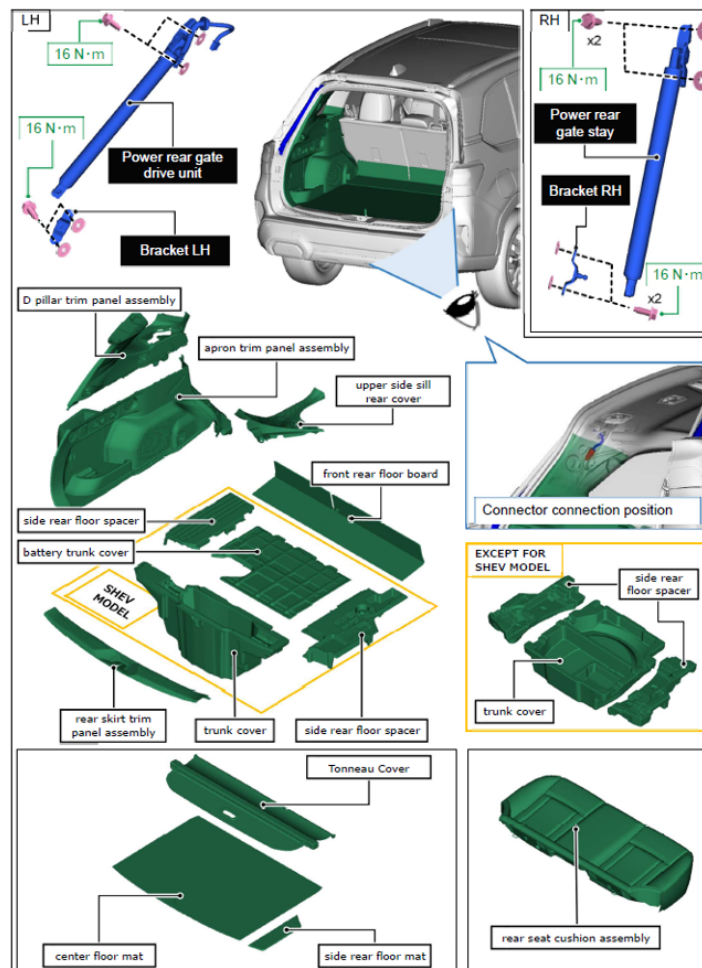
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REQUIRED TOOLS & MATERIALS:

Description	Image	Details
General hand tools		
Torque wrench		Required for torquing hardware
Protective Tape		Protect parts
Support Stand		To support the rear gate

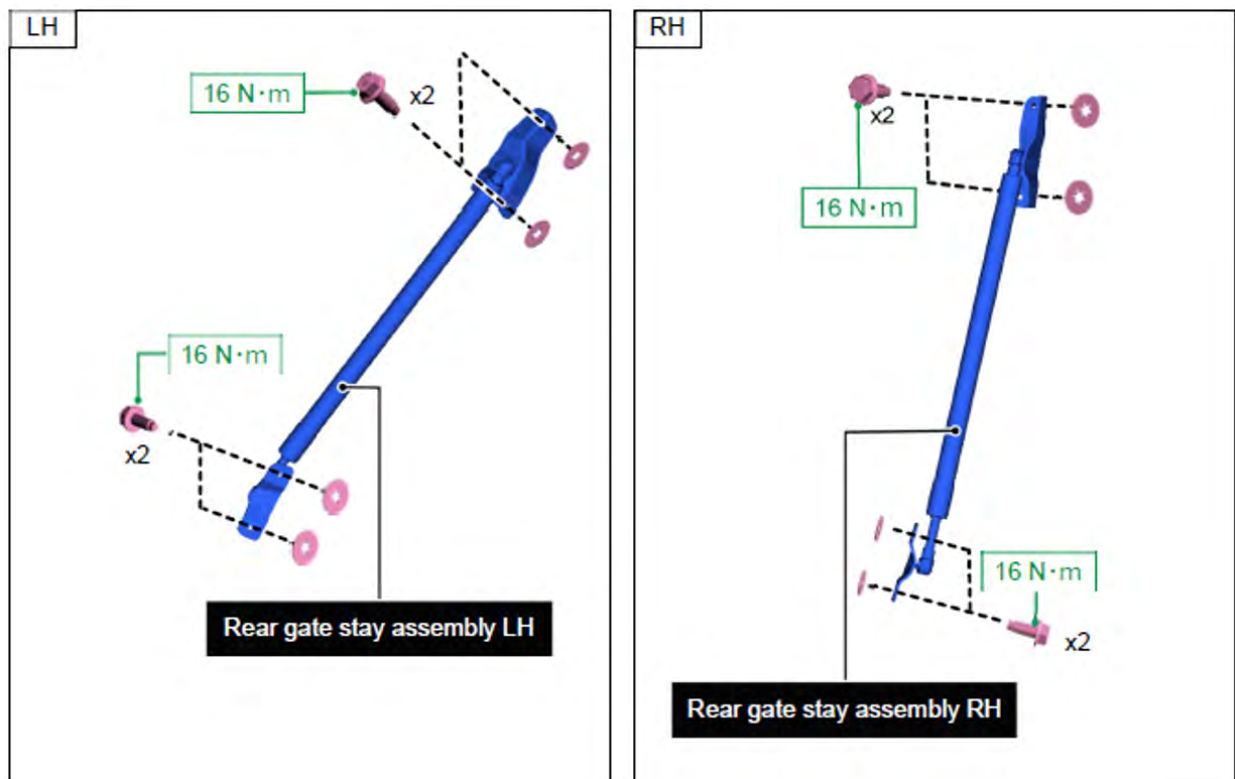
COMPONENT CONFIGURATION:

Power rear gate model:



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Non-power rear gate model:



SERVICE PROCEDURE / INFORMATION:

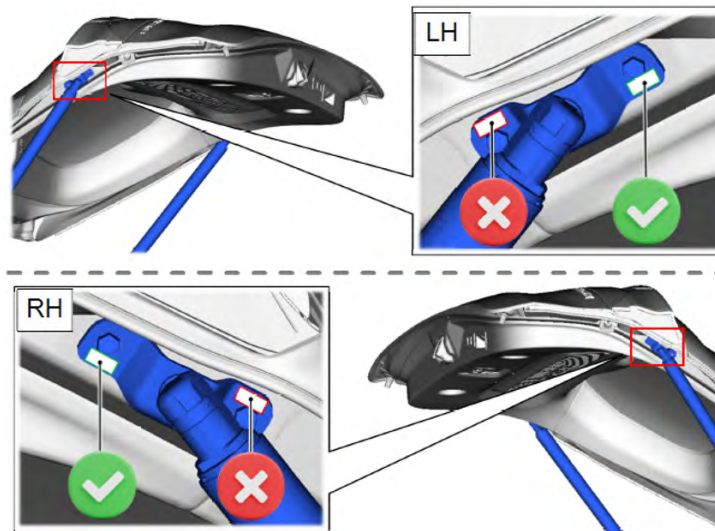
Inspection Procedure

Step 1) Open rear gate, inspect the location of the bracket identification mark.

Is the mark at the top of the bracket with the gate open?

Yes – Go to step 2.

No – Go to replacement procedure for the applicable rear gate model.



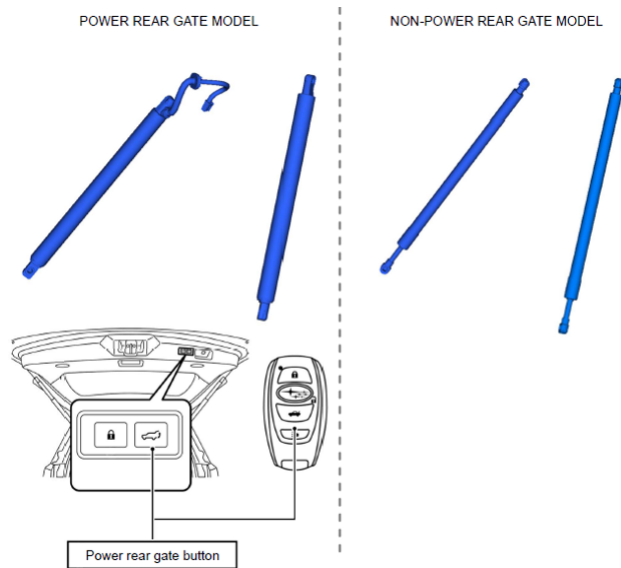
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Step 2) Inspect the rear gate stays.

Are they the correct stays for the rear gate model?

Yes – Go to step 3.

No - Go to replacement procedure for the applicable rear gate model.



Step 3) Inspect rear gate stay bracket identification mark to ensure it is correct for rear gate model.

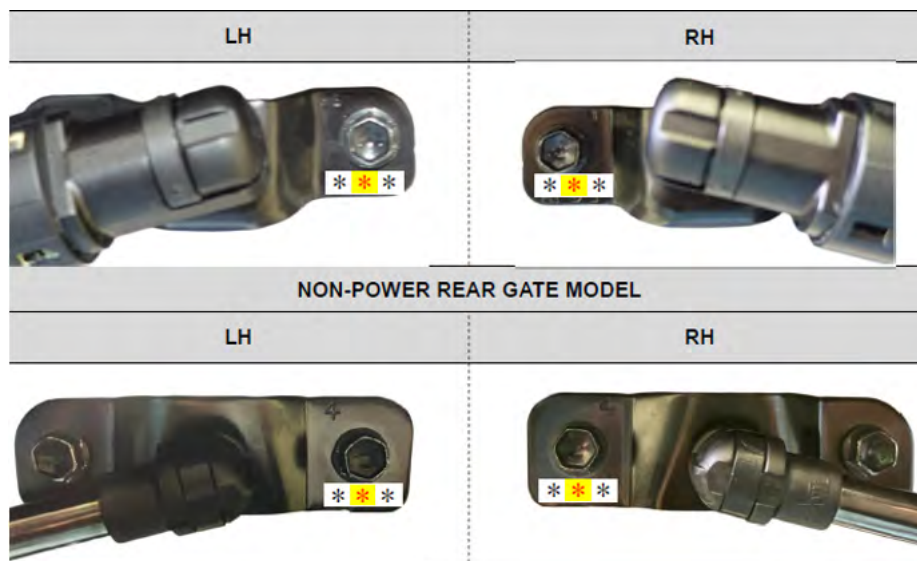
Check the middle digit of the identification mark:

The middle digit will be either P or N. P brackets are for power rear gates, and N brackets are for non-power rear gates.

Is the middle digit correct on both rear gate stay brackets?

Yes – Inspection is complete no repair is necessary.

No – Go to replacement procedure for the applicable rear gate model.



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Replacement of power rear gate drive unit and/or stay procedure.

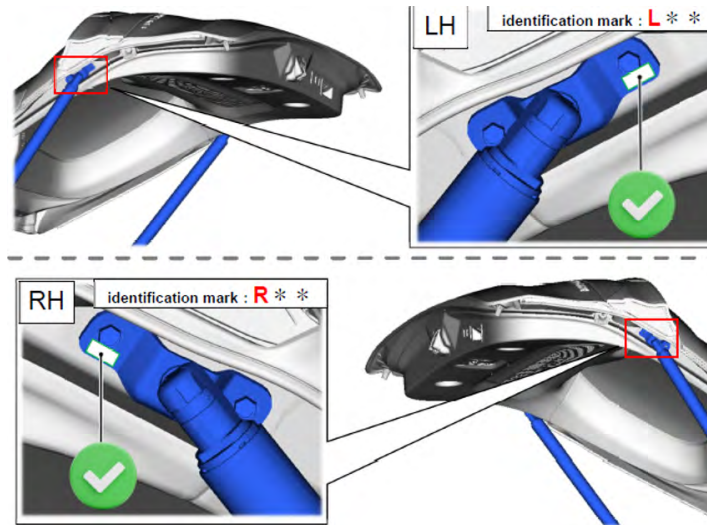
Important: If either part fails the inspection, both the bracket and stay, or the bracket and drive unit, must be replaced.

Step 1) Remove power rear gate drive unit assembly or power rear gate stay according to the service manual.

Refer to STIS: Body & Electrical/WIRING SYSTEM> POWER REAR GATE SYSTEM

Step 2) Install the bracket onto the rear gate on the appropriate side with the indication marks on the top.

Note: The first digit of the identification mark identifies the side it needs to be installed.

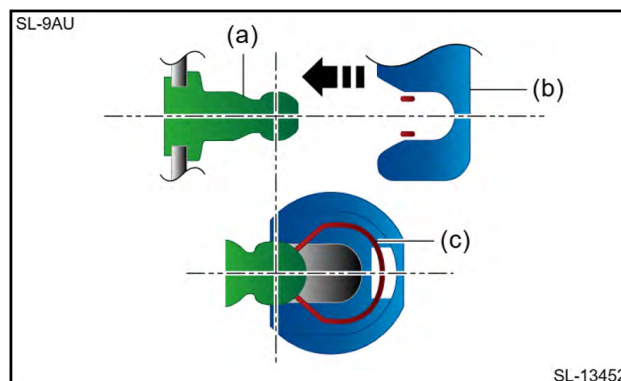


Step 3) Install drive unit assembly and/or stay on the body of the vehicle.

Step 4) Attach drive unit assembly and/or stay onto bracket installed on the rear gate.

Caution:

- Insert the socket of the power rear gate drive unit straight into the ball joint section of the bracket.
- Check that the power rear gate drive unit is engaged with the ball joint portion and cannot be removed.



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Step 5) Torque the drive unit assembly and/or stay bolts on the rear gate panel side.

Tightening torque:

- VINs starting with 4S4: 16 N·m (1.6 kgf·m, 11.8 ft·lb)

Step 6) Torque the drive unit assembly and/or stay bolts on the vehicle body side.

Tightening torque:

- VINs starting with 4S4: 16 N·m (1.6 kgf·m, 11.8 ft·lb)

Step 7) Align the arrow on the harness grommet with the alignment mark on the vehicle body side and install the harness grommet and connect the connector.

Replacement of non-power rear gate stays.

Install rear gate stays as per the applicable service manual.

Refer to STIS: Body & Electrical/WIRING SYSTEM> EXTERIOR BODY PANELS> Rear Gate> INSTALLATION> REAR GATE DAMPER STAY

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.

Power Rear Gate Model			
Labor Description	Labor Operation #	Labor Time	Fail Code
INSPECTION OF REAR GATE STAY & BRACKET	B100-380	.2	WRG-25
REPLACEMENT OF DRIVE UNIT ASSEMBLY PRG (LH)	C100-963	.7	
REPLACEMENT OF PRG STAY ASSY (RH)	C100-982	.3	

Non-power Rear Gate Model			
Labor Description	Labor Operation #	Labor Time	Fail Code
INSPECTION OF REAR GATE STAY & BRACKET	B100-380	.2	WRG-25
REPLACEMENT OF REAR GATE STAY (ONE SIDE)	C100-381	.3	
REPLACEMENT OF BOTH REAR GATE STAYS	C100-384	.4	

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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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 NQR creation interface. On the left, the 'Create a QMR if you need to:' section includes a note: 'Note: QMR SHOULD NOT BE USED FOR WARRANTY PRE-AUTHORIZATION.' and lists three reasons for creating a QMR. The middle section, 'Create an NQR if you need to:', lists two reasons for creating an NQR, with a red box highlighting the first: 'To request release of a part to complete a recall or service campaign'. A note below states: 'Note: A Non Quality Report is for reviewing diagnoses that require pre-authorization; it is not a repair approval. Claims pre-authorization is required for all final warranty approvals. See section 4.1 of Policy and Procedure manual for additional details.' The rightmost section, 'Create an NQR', contains a 'Retailer *' dropdown, a 'What is the primary objective of submitting this report? *' dropdown, and three radio button options. The second option, 'To request release of a part to complete a recall or service campaign', is selected with a checkmark and highlighted by 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:

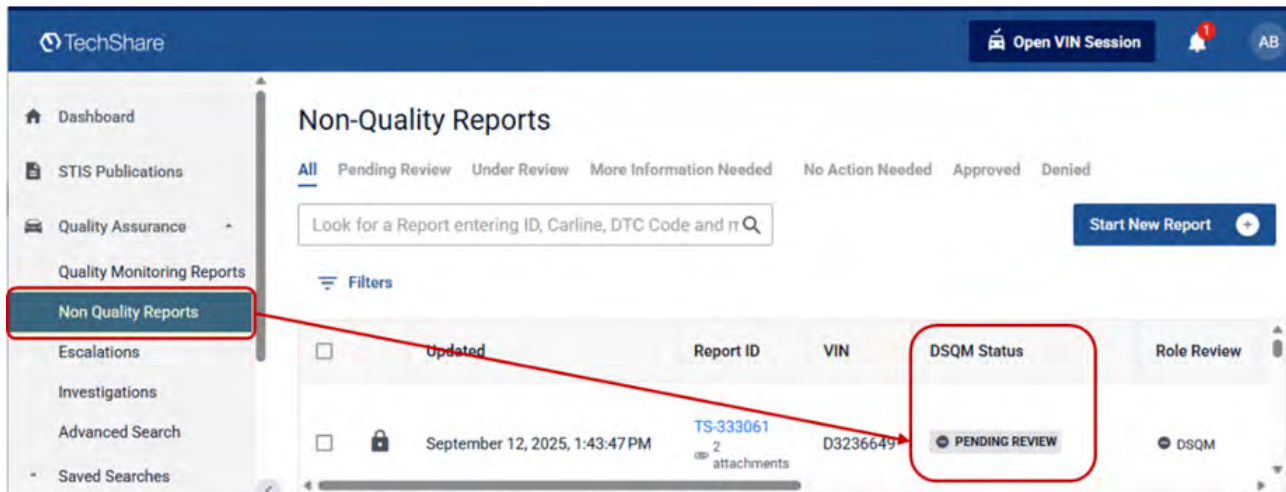
- **Concern:** WRG-25
- **Cause:** Technician identified left rear gate stay has incorrect specification and requires replacement.
- **Correction:** Order number 17912783.

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Data Requirements:

- Additionally, the NQR must include a photo of the part(s) requiring replacement **as found installed on the vehicle.**
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.