



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: February 19, 2026
Re: *WRD-26 Fuel Filler Cap Gasket Safety Recall FAQs*

To assist with customer inquiries regarding the WRD-26 recall, we have compiled a list of frequently asked questions. Please refer to these FAQs as a consistent means of communicating with customers and handling any concerns they have regarding this safety recall.

1. Question: What is the reason for the recall?

Answer: If the affected vehicles are left in park when the fuel tank is near full capacity and the vehicle is exposed to a significant rise in ambient temperature such that the fuel temperature and tank pressure increase, the affected vehicles may leak fuel from the filler cap.

A potential fuel leak in the presence of an ignition source may result in the increased risk of a fire.

2. Question: What models are included in this safety recall?

Answer: The 2025 Forester Hybrid and 2026 Crosstrek Hybrid models are included in the WRD-26 safety recall.

3. Question: What is the recall remedy?

Answer: Subaru retailers will replace the fuel filler cap gasket with an improved gasket incorporating an O-ring to enhance sealing performance.

Subaru is currently in the process of procuring the remedy parts. As we slowly ramp up inventory, we will remain in communication with retailers in terms of how parts will be supplied as they become available.

4. Question: When will owner notifications begin?

Answer: Subaru will be sending a customer advisory email to customers owning affected vehicles beginning February 19. Customers will be made aware of the recall, the potential concerns, and the remedy.

Owners will also be advised of the following:

- 1. It is highly recommended that owners maintain the fuel level at a half a tank or less until the repair has been completed.*
- 2. Until the repair can be completed, the vehicle should be parked outside whenever the fuel level is more than half full.*

Subaru will also notify affected vehicle owners by first class mail within 60 days.

5. Question: How many gallons of fuel is a half tank?

Answer: The fuel tank capacity for the 2025-2026 Forester Hybrid and 2026 Crosstrek Hybrid models is 16.6 gallons. We recommend owners do not fill their tank with more than 8.2 gallons of fuel.

6. Question: What might the customer expect to encounter when experiencing this issue?

Answer: Customers may experience one or more of the following:

- A fuel odor as a result of fuel or fuel vapors leaking.
- Gasoline puddling or staining on the ground as evidence of a fuel leak.
- Staining or blistering paint below the fuel door and/or onto the bumper.

7. Question: When will remedy parts become available?

Answer: We are in the process of obtaining parts for this repair. As we ramp up inventory, we will remain in communication with retailers in terms of how parts will be supplied as they become available. ***NOTE: Please do not contact the Parts Information Coordinators (PICs) to request parts be released. The PICS will not be releasing parts outside of the processes we have in place internally.***

In the meantime, we would like to offer guidance to the retailer to assist in handling potential customer concerns.

For a customer that has previously been to a retailer for this concern, and is continuing to experience it:

If you encounter a customer that has previously been to a retailer for this fuel leak concern, and is still experiencing this concern, please submit an Urgent Request for Customer Assistance (URFCA).

For a customer currently experiencing the concerns outlined (prior to the recall remedy becoming available):

For any owner encountering this concern, please advise the following:

1. It is highly recommended that owners maintain the fuel level at a half a tank or less until the repair has been completed.
2. Until the repair can be completed, the vehicle should be parked outside whenever the fuel level is more than half full.

If the owner experiences a fuel leak, they should promptly clean the area of the vehicle where the leak occurred.

Customers can contact Recall Solutions 1-844-373-6614 with any additional questions.

For customers expressing concern that they feel unsafe driving their vehicle until the remedy is available:

If a customer expresses a concern about feeling unsafe driving their vehicle until the safety recall can be performed, then the customer can be offered an SSLP vehicle or a third-party rental vehicle per Claims

Policies and Procedures. Subaru of America will reimburse up to \$50 a day for a rental vehicle. If you are placing an affected owner into an SSLP or rental vehicle, you must follow the steps outlined below:

Submit an Urgent Request for Customer Assistance (URFCA)

1. Submit a rental pre-authorization in NorthStar. When submitting a rental pre-authorization, in addition to the VIN, repair order and job information, please use the following coding:
 - *Authorization Reason*: Extended Rental- Service Capacity
 - *Claim Type*: Recall Campaign
 - *Repair code*: WRD-26
 - *Labor operation*: 101102 for 0 hours
 - *Claim Specific Data*: Depending on the type of rental vehicle provided to the customer, enter \$50 in either the SSLP or 3rd party rental field.
 - *Attachments*: Please include a copy of the RO and rental agreement in the attachments tab of the authorization.

NOTE: Customers should not be directed to CAD for rental. In an effort to have a consistent process in place to maximize ownership experience, all rental requests should be handled by the retailer.

As the supply of remedy parts becomes available, we will notify retailers and send out additional customer notification.