



To: All Subaru Retailers

From: Subaru of America, Inc. – Service Quality

Date: July 24, 2026

Re: ***WRH-26 Certification Label Non-Compliance -Affected CPO and Used Vehicle Inventory***

Subaru of America, Inc. has determined that a non-compliance recall for certain 2025-2026 Forester, 2026 Crosstrek, 2019-2026 Ascent vehicles. The affected vehicles were manufactured with an incorrectly stated GAWR on the Part 567 certification label. To remedy this concern, Subaru will be sending corrective certification label overlays to owners of affected vehicles to be installed over the existing one.

While we are in the process of obtaining corrective certification labels, due to challenge in obtaining the materials to print the labels, we are anticipating some delay before the labels are available. Affected vehicles, other than stop sale vehicles in retailer inventory, are in an “Open- Remedy not yet available” status.

We realize this could affect vehicles in your used car inventory, including vehicles eligible for the Certified Pre-Owned Program (CPO). As it relates only to WRH-26, for vehicles in your used car inventory affected by the WRH-26 recall (as reported on the Vehicle Inquiry on Subarunet), retailers can follow the appropriate process below in order to sell affected Certified Pre-Owned *or* affected Used Vehicle Inventory vehicles.

CERTIFIED PRE-OWNED VEHICLES

For vehicles that would be eligible for the CPO program that are affected by the WRH26 recall, please follow the process below:

1. **Verify that the vehicle meets all CPO requirements, and that the only recall open on the vehicle is the WRH-26 recall.** – If the vehicle is affected by any other recall/service campaign, they ***must*** be completed prior to CPO consideration.
2. **Retailer sends email to recalls_campaigns@subaru.com with the WRH-26 affected VIN they are interested in certifying into the CPO program.** – The email should include the subject line “WRH-26 CPO VIN”. Please include the full 17-character VIN, your retailer number and retailer name in the email. Once the information is received, we will verify that the only recall affecting the vehicle is the WRH-26 recall, and if it is, the retailer will receive an email with additional instruction regarding how to proceed in certifying the vehicle.
3. **The selling retailer discloses information about this non-compliance recall to the purchaser using the Vehicle Disclosure Form.** - It is imperative that the purchaser is made aware of the open non-compliance recall on the vehicle, signs the Vehicle Disclosure Form, and initials that they receive the WRH-26 Subaru Non-Compliance Recall Information Sheet as part of the sales process. The disclosure form can be found on Subarunet, in the Recall & Campaigns menu option, specifically in the WRH-26 Certification Label Non-Compliance area of Recall/Campaign Details (Recalls & Campaigns > Recall/Campaign Details > WRH-26 Certification Label Non-Compliance).
4. **The selling retailer reviews the WRH-26 Subaru Non-Compliance Recall Information sheet with the purchaser, specifically highlighting the correct tire load capacity information for the vehicle being sold.** - The WRH-26 Subaru Non-Compliance Recall Information Sheet includes information regarding the non-compliance recall and the remedy. It also includes photos of the corrective certification labels which provide the correct tire load capacity information. Please print and review this information with the customer and, using the chart in the recall

information sheet, highlight the correct label for the vehicle that is being purchased. The WRH-26 Non-Compliance Recall Information Sheet should be provided to the customer. There is an area on the disclosure form the customer will need to initial to acknowledge receipt of the WRH-26 Non-Compliance Recall Information sheet. The WRH-26 Non-Compliance Recall Information Sheet can be found on Subarunet, in the Recall & Campaigns menu option, specifically in the WRH-26 Certification Label Non-Compliance area of Recall/Campaign Details (Recalls & Campaigns > Recall/Campaign Details > WRH-26 Certification Label Non-Compliance).

5. **The completed Vehicle Disclosure Form must be emailed to recalls_campaign@subaru.com -** All completed Vehicle Disclosure forms must be emailed with the subject line "WRH-26 Completed Vehicle Disclosure Form". We need to track this information in order to work with retailers and owners to provide additional communication once the remedy labels are available.
6. **Please encourage the purchaser to update their ownership information by visiting Customer Support in the Connect with Us area on Subaru.com.** – The Customer Support area includes information regarding how to update/change ownership information for a vehicle.

Please note, if a vehicle is entered into the CPO program and is not sold within 90 days, the retailer will need to start this process again.

USED VEHICLE INVENTORY:

Used vehicles that are not eligible for the CPO program.

1. **The only recall open on the vehicle is the WRH-26 recall.** – If the vehicle is affected by any other recall/service campaign, they should be completed prior to selling the used vehicle.
2. **The selling retailer discloses information about this non-compliance recall to the purchaser using the Vehicle Disclosure Form-** It is imperative that the purchaser is made aware of the open non-compliance recall on the vehicle, signs the Vehicle Disclosure Form, and initials that they receive the WRH-26 Subaru Non-Compliance Recall Information Sheet as part of the sales process. The disclosure form can be found on Subarunet, in the Recall & Campaigns menu option, specifically in the WRH-26 Certification Label Non-Compliance area of Recall/Campaign Details (Recalls & Campaigns > Recall/Campaign Details > WRH-26 Certification Label Non-Compliance).
3. **The selling retailer reviews the WRH-26 Subaru Non-Compliance Recall Information Sheet with the purchaser, specifically highlighting the corrected tire load capacity information for the vehicle being sold.** The WRH-26 Subaru Non-Compliance Recall Information Sheet includes information regarding the non-compliance recall and the remedy. It also includes photos of the corrective certification labels which provide the correct tire load capacity information. Please print and review this information with the customer and, using the chart in the recall information sheet, highlight the correct label for the vehicle that is being purchased. The WRH-26 Non-Compliance Recall Information Sheet should be provided to the customer. There is an area on the disclosure form the customer will need to initial to acknowledge receipt of the WRH-26 Non-Compliance Recall Information sheet. The WRH-26 Non-Compliance Recall Information sheet can be found on Subarunet, in the Recall & Campaigns menu option, specifically in the WRH-26 Certification Label Non-Compliance area of Recall/Campaign Details (Recalls & Campaigns > Recall/Campaign Details > WRH-26 Certification Label Non-Compliance).
4. **The completed Vehicle Disclosure Form must be emailed to recalls_campaign@subaru.com -** All completed Vehicle Disclosure forms must be emailed with the subject line "WRH-26 Completed Vehicle Disclosure Form". We need to track this information in order to work with retailers and owners to provide additional communication once the remedy labels are available.
5. **Please encourage the purchaser to update their ownership information by visiting Customer Support in the Connect with Us area on Subaru.com.** – The Customer Support area includes information regarding how to update/change ownership information for a vehicle.