

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: 2026 MY Crosstrek SHEV
 2025 MY Forester SHEV

NUMBER: WRD-26
DATE: 03/26/26

SUBJECT: Safety Recall & Stop Sale: Fuel Filler Cap Gasket
NHTSA ID:

Subaru of America, Inc. (Subaru) has initiated a new safety recall for certain 2025 model year Forester Hybrid Electric vehicles and 2026 model year Crosstrek Hybrid Electric vehicles to improve the fuel filler cap seal.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

If the affected vehicles are left parked 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.

REMEDY

For all potentially affected vehicles, Subaru retailers will replace the fuel filler cap gasket with an improved gasket incorporating an O-ring to enhance sealing performance at no cost to the customer.

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

AFFECTED VEHICLES

A total of 66,332 U.S. vehicles will be included in this recall as listed below. Not all vehicles in the production range listed below are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

Model Year	Model	Productio Date Range
2026	Crosstrek SHEV	June 26, 2025 – March 5, 2026
2025	Forester SHEV	November 28, 2024 – December 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

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 is completed before selling or releasing the vehicle.

OWNER NOTIFICATION



Affected vehicle owners will receive an email notification informing them of this recall and advising them that until the repair has been completed, it is highly recommended that they maintain the fuel level below half a tank and park outside whenever the fuel level is more than half full.

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.

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


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PART INFORMATION:

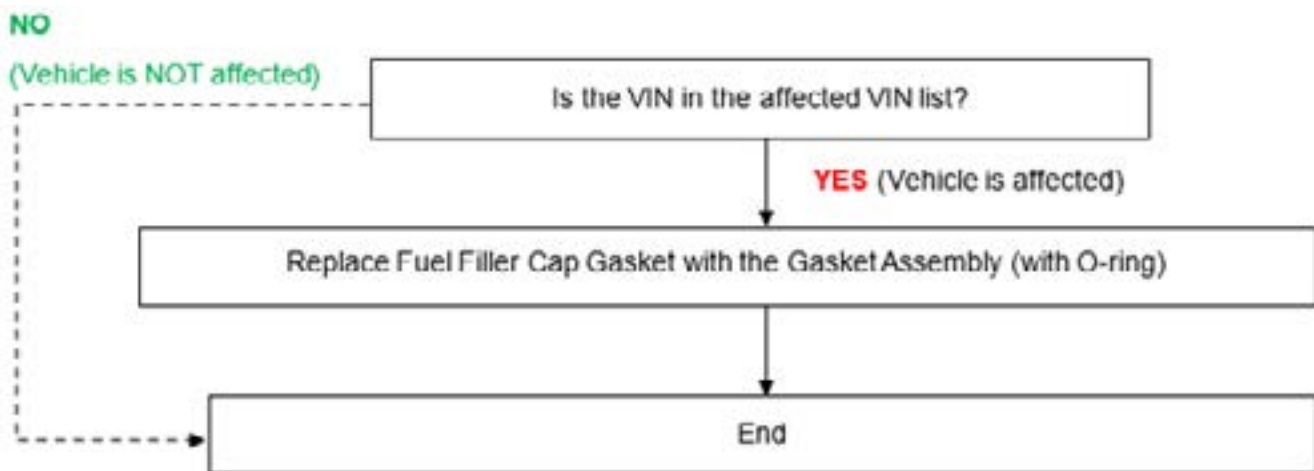
SOA3212026X WRD-26 Part Kit Breakdown		
Quantity	Part Description	Image
1	GASKET	
1	GASKET CAP (O-RING)	

IMPORTANT: SOA3212026X Must be ordered via Parts Eye/Prime.

REQUIRED EQUIPMENT:

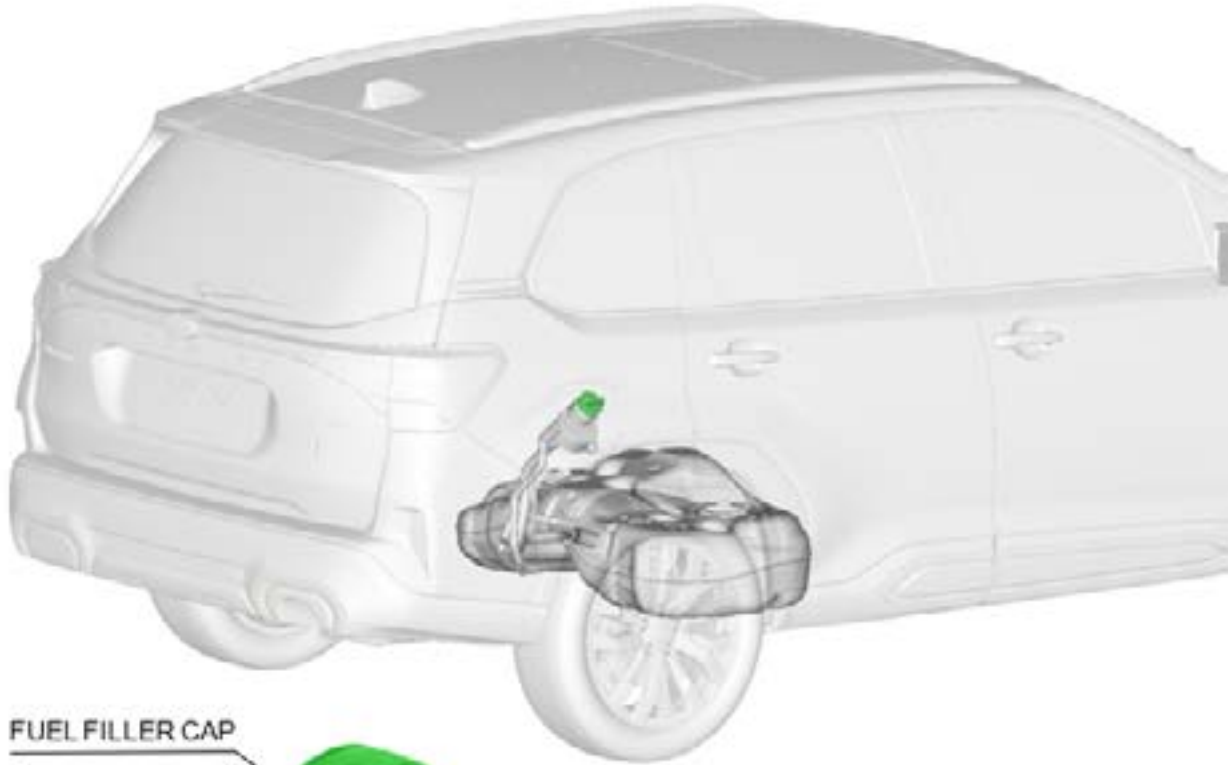
Tool Description	Application	Image
Plastic Trim Remover	For removing the Gasket from the Fuel Filler Cap	

WORK PROCEDURE FLOW CHART:

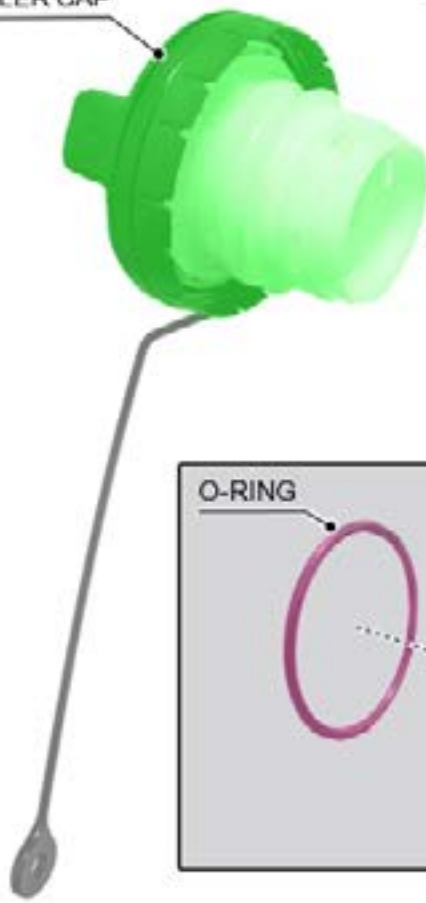


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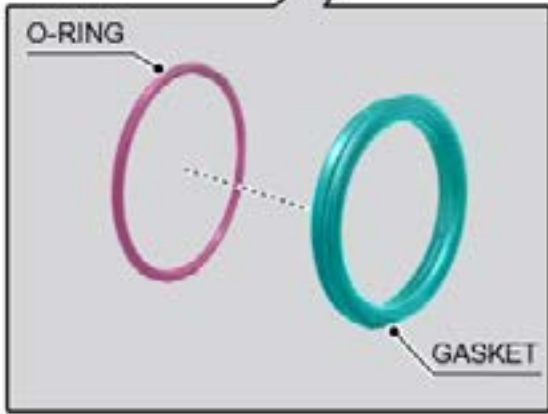
COMPONENT CONFIGURATION:



FUEL FILLER CAP



GASKET ASSEMBLY (with O-RING)



O-RING

GASKET

Replacement Parts

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SERVICE PROCEDURE:

IMPORTANT: An instructional Tips Video has been developed to be used in conjunction with the instructions below. View the video by accessing the following link:

[WRD-26 Tips](#)

STEP 1: Prepare the new gasket by installing the O-ring inside the groove of the gasket. Once completed, inspect the installation and confirm the O-ring is installed evenly around the circumference of the gasket. Refer to the 00:27 minute of the Tips Video.

NOTE: When ambient temperature is low, the rubber becomes stiff. It is best to perform this procedure indoors.

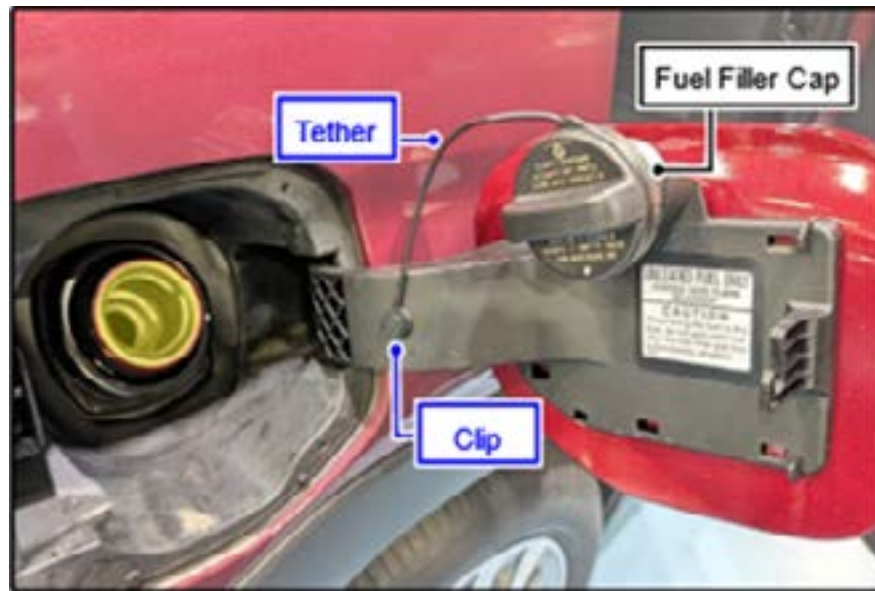
CAUTION: DO NOT excessively pull the O-ring or deform the gasket.



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STEP 2: Open the fuel door and remove the fuel filler cap. Low temperatures may cause the gasket to become hardened. This is best to be performed indoors and not in areas with lower ambient temperatures.

CAUTION: DO NOT disconnect the fuel filler cap tether and clip. The tether clip is a one-time use part and cannot be reused.



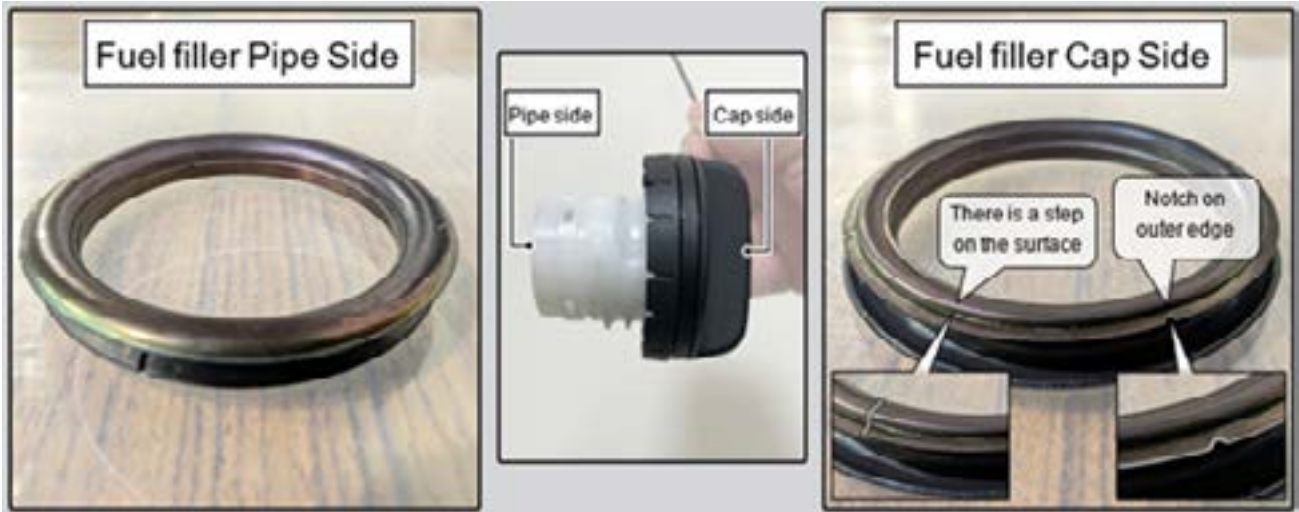
Using a plastic trim tool, remove the fuel filler cap gasket. Discard the original gasket. Refer to the 01:15 minute of the Tips Video.

CAUTION: DO NOT use any metal tools under any circumstances. **DO NOT** allow any foreign material to enter the fuel filler pipe.



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STEP 3: Confirm the installation direction of the prepared replacement gasket. Refer to the 01:02 minute of the Tips Video.



A: Start to install the gasket onto the fuel filler cap with the fuel filler Pipe Side facing you. Set the gasket at the starting point of the threads.

B: Using your fingers, press the gasket along the thread while turning the gasket in a clockwise direction. Continue until the gasket is fully seated in the fuel filler cap. Refer to the 01:28 minute of the Tips Video.

CAUTION: Installing the gasket along the thread will help prevent the previously installed O-ring from separating. Be **CAREFULL** not to damage the fuel cap tether by twisting or pulling during the gasket replacement.



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STEP 4: Confirm the gasket is securely and fully seated to the proper depth beyond the stopper portion of the cap. Ensure the gasket is not deformed and the O-ring is properly aligned.

CAUTION: If the gasket is not installed correctly, there is a risk of gasket deformation, or the O-ring can become damaged. If this occurs, the parts **MUST NOT** be reused. Any deformation and/or damage to the gasket or O-ring will require new parts to be installed correctly.



Confirm the gasket is installed in the correct orientation and is not reversed.

CAUTION: If the gasket is installed in the wrong position, it is possible for the gasket and O-ring to be damaged. If installed incorrectly, new parts will be required with correct installation.



STEP 5: Install the fuel filler cap. Tighten the cap until it clicks and close the fuel lid.

NOTE: The installed cap position may be slightly different than previous due to the change in gasket size.

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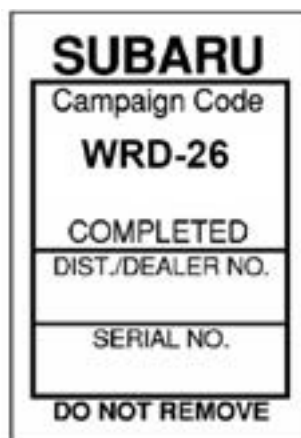
**CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION”
CERTIFICATE**

The California Air Resources Board and the Department of Motor Vehicles Registration/Recall Program requires that all emission related Recall/Campaign or Service Program repairs be completed before a vehicle registration is renewed. Please provide owners of vehicles registered in the state of California a completed “Vehicle Emission Recall - Proof of Correction” certificate. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this service program repair has been completed. Additional certificates are available through normal parts ordering channels using part number MSA6P1301. Quantity 1 = 1 booklet of 50 certificates.

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 Identification Label(contains one sheet of 20 labels)	1



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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.

Claim Type	Labor Description	Labor Operation #	Labor Time	Fail Code
RC	WRD-26; FUEL FILLER CAP GASKET R&R	B100-201	0.2H	WRD-26
	WRD-26; Paint Repair	C100202*	2.8H	
	SUBLET REPAIR, ADMINISTRATION EXPENSES	C101108	0.3	

***NOTE:** All WRD-26 claims submitted with paint repair will require a body shop estimate and final invoice.

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.

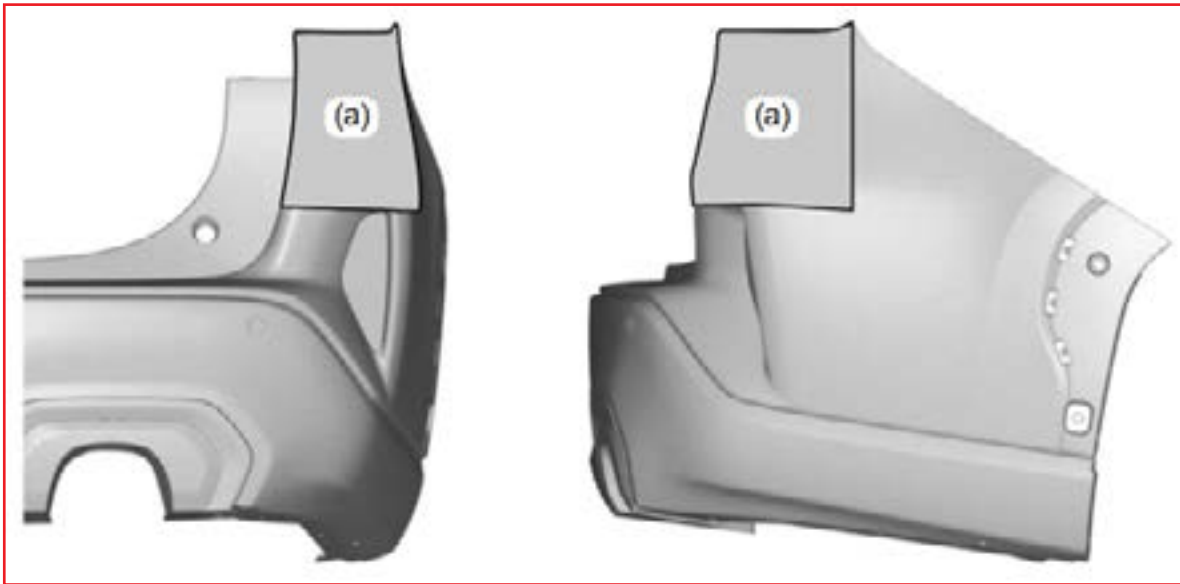
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APPENDIX A

In some rare cases, paint repair may be required on areas of the paint that may have had exposure to gasoline.

- Any presence of gasoline on painted surfaces should be removed immediately by flushing with a generous amount of water and use of mild soap as needed.
- In some cases mild staining can be removed by available paint safe cleaners or when necessary buffing and polishing
- More severe and aged staining may require sanding and refinishing
- Specific cautions apply if there is paint damage to the rear bumper surface in areas the Subaru Service Manual identifies as “Repair Prohibited Areas” (see image below). Damage in these areas requiring refinishing, will require rear bumper replacement. Cleaning, buffing and polishing is allowed in these areas (indicated as (a)).

Prohibited Areas



CAUTION: During painting, buffing and polishing, cleaning or any operation where the fuel door may be kept open for an extended time or the 12V battery is disconnected; fuel pressure may normally build within the fuel tank. NEVER remove the gas cap under these conditions as gasoline may be expelled unexpectedly depending upon the fuel level in the tank. Always reconnect the battery, close the fuel door, and cycle the fuel door release button on the vehicle dashboard, before attempting to remove the gas cap to ensure fuel tank pressure has been purged. It is strongly recommended that these cleaning and painting operations be performed with the fuel door kept closed.

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