Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: November 13, 2019

WUR-03 Impreza & Crosstrek Brake Hose Swelling – Customer Satisfaction Service Program

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace brake hoses that may swell due to fluid which can squeeze in between the hose's inner and outer layers. The condition presents itself as a noticeable swelling of the hose rubber near the fittings. However, the change in appearance does not affect the performance of the braking system.

Affected Vehicles

Model Year	Carline	Production Range
2017-2018	Impreza	7/28/2016 – 3/29/2018
2018	Crosstrek	5/09/2017 – 3/21/2018

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Description of the Repair
Subaru retailers will replace all four (4) brake hoses with the updated parts at no charge to the customer.

Owner Notification
Owner notification is expected to occur prior to December 12th. Owners will be notified by first class mail, and by email if a valid email address is on file. Retailers will be advised when owner notification begins.

Retailer Responsibility
Retailers are to promptly perform this update on all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the update has been made before selling or releasing the vehicle.

Any vehicles listed in a service program that are in the retailer's stock must be:
• Immediately identified.
• Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
• Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

Service and Claim Instructions
Please refer to the WUR-03 Service Program Bulletin on STIS.