

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: November 1, 2019

Frequently Asked Questions: 2015-18 MY Forester ODS Recall WUM-98

To assist with customer inquiries regarding the ODS recall, please use the attached list of answers to questions you can expect in the coming days.

Question: Does this recall affect all 2015-2018 MY Foresters?

Answer: No. Not all 2015-2018MY Foresters are affected by this recall. Coverage will be confirmed by using the Vehicle Inquiry function on Subarunet.com. If the vehicle is affected, additional details are described in the Product Campaign Bulletin. A total of 365,515 vehicles have been affected by this recall. Vehicles not equipped with a seat heater are not affected because the sensor mat harness connection is a different design.

Question: What is an Occupant Detection System (ODS)?

Answer: The Occupant Detection System determines the presence and status of the occupant in the passenger seat to enable or disable the passenger side airbag from deployment in the event of an accident.

Question: What is the reason for the recall?

Answer: Over time, the terminals connecting the ODS harness to the sensor mat in the bottom of the passenger seat can develop an unstable electrical connection. If this happens, the ODS may not properly determine the correct status of the right front seat occupant and prevent the front passenger side airbag from deploying in the event of an accident.

Question: What is the recall remedy?

Answer: On affected vehicles, Subaru retailers will replace the ODS sensor mat harness with an enhanced part at no cost to the customer.

Question: When will customer notifications begin?

Answer: Customer notification will take place on December 2, 2019. At that time, customers will be advised that parts are not yet available. Customer re-notification regarding parts availability will be released in phases.

Question: When will remedy parts become available?

Answer: We estimate to have limited parts available beginning approximately December 15, 2019. As additional supply of remedy parts becomes available, we will send out another customer notification. Customer notifications will be mailed in phases to meet availability of parts once received.

Currently, we have a limited supply of ODS seat bottom assemblies available for customers who experience an ODS failure (airbag lamp illuminated) prior to the recall parts becoming available. To obtain one of these parts, retailers will need to complete the diagnostics listed in the WUM-98 recall bulletin to determine if a replacement harness is needed. If the diagnosis indicates the ODS seat bottom harness requires replacement, the retailer will need to contact a PIC (Parts Information Coordinator) and provide them customer information including the RO Number, VIN, Mileage, ODS and Airbag Diagnostic Trouble Codes found, along with step by step diagnostic results.

Customers who have not experienced an ODS failure can continue to drive their vehicle until parts become available. We recommend customers limit use of the front passenger seat until the recall is completed. If the customer must use the front passenger seat, and the Air Bag Warning Light and/or the PASSENGER AIR BAG OFF indicator illuminate while the seat is occupied, the passenger should move to the rear seat after the vehicle has come to a complete stop in a safe area.

Question: What if a customer vehicle does not have a current failure (airbag lamp illuminated), but the customer feels unsafe driving the vehicle?

Answer: There is **NO** risk to the driver of the vehicle; this recall affects only the front passenger side air bag. If the customer remains concerned, then the customer should be offered a Subaru service loaner at no charge until their car can be properly repaired. Please do your best to keep customers in Subaru vehicles rather than another brand.

Question: How long will the inspection and repair take?

Answer: The inspection will take 0.2 of an hour, and if deemed necessary, the repair will take 0.8 of an hour.