



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations/Fixed Operations  
**Date:** December 13, 2019  
**Re:** ***WUM-98 Harness (Recall) Parts***

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Harness inventory (Part# 64084SG23A) is now available and must be ordered through PRIME -- Retailer order levels are on Subarunet under Recalls & Campaigns. If available, seat cushions can continue to be ordered and used to satisfy the recall as well.

**The service bulletin has been updated with the harness installation service procedure and re-posted to STIS.**

Claim instructions for WUM-98 repair are below for reference. If you have questions, please contact the Claims Helpline at 1-866-782-2782, prompt 2.

### **Claim Submission Instructions**

Please follow the procedure below for submission of a WUM-98 recall claim:

- Recall claim can be entered in Recall Claim Entry.
- Use one of the following labor operations based on the repair performed:
  - o Labor operation for seat cushion replacement is 182-051 for 0.8 hours
  - o Labor operation for Harness replacement is 182-042 for 1.0 hour
  - o Labor operation for inspection only is 182-048 for 0.2 hours
- When submitting a WUM-98 recall claim, you ***must*** include the supplier and date code from the harness label on the new seat cushion, as outlined in the Inspection section of the WUM-98 campaign bulletin (page 3). This information should be entered in the Miscellaneous Detail and should be nine numbers, no dashes.

NOTE: Recall claims submissions will be reviewed daily. **Any claim that does not include valid supplier and date code information will be errored or rejected, and the recall will remain in an open status.** Recalls are not completed in the system until the claim reaches approved status, so please be sure you are providing accurate information when submitting a claim to prevent any errored or rejected recall claim.