

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 25, 2020

WRA-20 Rear Seatbelt Webbing Locking – Customer Satisfaction Service Program

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the LH and RH Rear Seat Lap-Shoulder Seatbelt Assemblies in certain 2019MY Crosstrek vehicles. The improper installation of a pawl spring during manufacturing could reduce the operating sensitivity of the webbing sensor which may affect the seatbelt locking function. However, these seatbelt assemblies are equipped with dual locking mechanisms; a webbing sensor lock and a G-sensor lock. The G-sensor lock performance is not affected by this condition and as a result, the vehicle maintains FMVSS compliance through the use of the G-sensor which can engage the locking function of the seatbelt.

Affected Vehicles

There are approximately 5,269 vehicles affected by this Service Campaign

Model Year	Carline	Production Range	VIN Range
2019	Crosstrek	August 22, 2019 – September 13, 2019	K8384655 - KH393012

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 the LH and RH Rear Seat Lap-shoulder Seatbelt Assemblies.

Owner Notification

Owner notification is expected to begin March 2020. 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 WRA-20 Service Program Bulletin on STIS.