

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: January 5, 2021

New Subaru Service Program Campaign: **WRJ20 – Power Rear Gate ECU Replacement**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the power rear gate electronic control unit (ECU) in certain 2019 model year Forester vehicles.

REASON FOR THIS SERVICE PROGRAM

The power rear gate on the vehicles included in this service program may not function properly.

Affected Vehicles

The number of U.S. vehicles included in this service campaign is 58,467.

Not all vehicles listed below are included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Model Year	Carline	Production date range
2019	Forester	July 4, 2018 – April 11, 2019

Description of the Repair

Subaru retailers will replace the power rear gate electronic control unit (ECU) in the affected vehicles at no charge to the customers.

Retailer Responsibility

Any vehicles listed in any recall or 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 Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service campaign is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Owner Notification

Owner notification letters will be mailed in January 2021. Retailers will be notified when owner notification begins.

Service and Claim Instructions

Please refer to the WRJ-20 Service Program Bulletin on STIS for detailed information.