

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2026MY Forester **NUMBER:** WRH-25R
SUBJECT: Rear Door Latch & Actuator Assy Replacement **DATE:** 01/15/26
REVISED: 04/02/26

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2026 model year Forester vehicles that may be equipped with a rear door latch with a damaged micro switch.

REASON FOR THIS SERVICE PROGRAM

Damage to the micro switch in the door latch used for detecting the rear door lock status may lead to incorrect detection of the rear door lock status. In this condition, the Key lock-in prevention function, the PIN Code Access registration, and the welcome lighting function may not operate correctly.

AFFECTED VEHICLES

The number of U.S. vehicles included in this service program is 461.

Model Year	Carline	Production date range
2026	Forester	September 11, 2025 – October 17, 2025

Not all vehicles in the production date range listed above may be included in this service program. 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 right-hand and left-hand rear door latch and actuator assemblies at no cost to the customer.

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

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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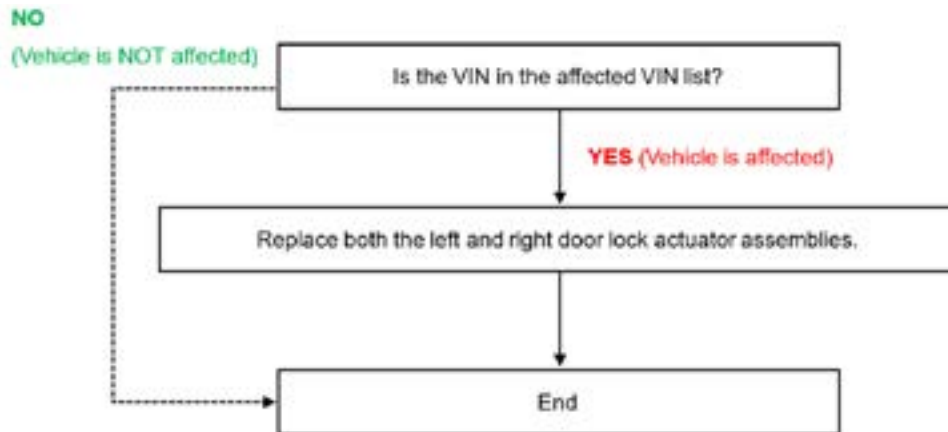
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Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.





PART INFORMATION:

Part Description	Part Number	Qty.	Image
Latch & Act AY DR Rear Right	61035SL00A	1	
Latch & Act AY DR Rear Left	61035SL01A	1	
Screw Latch M6	904210037	6	

SERVICE PROCEDURE FLOW CHART:

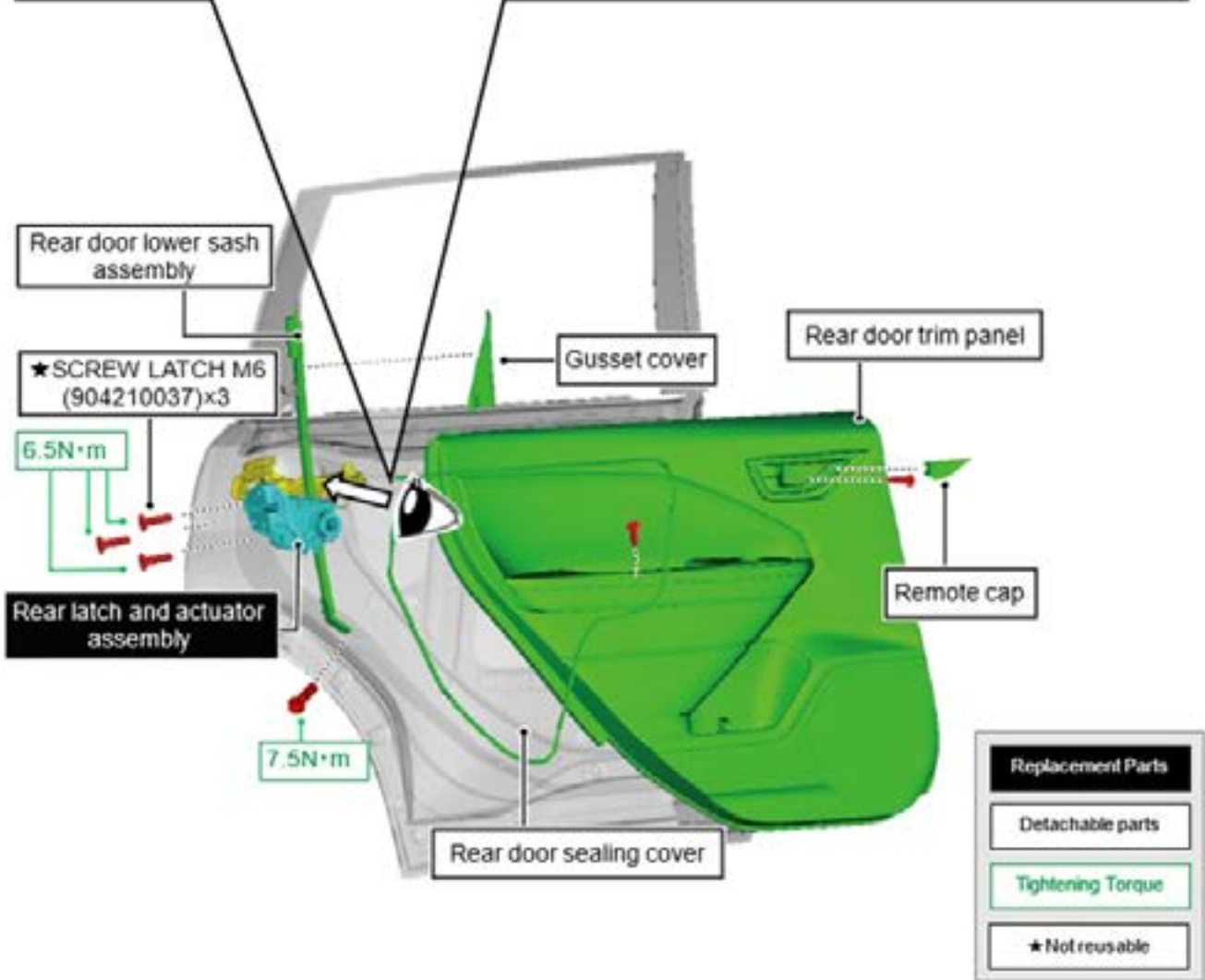
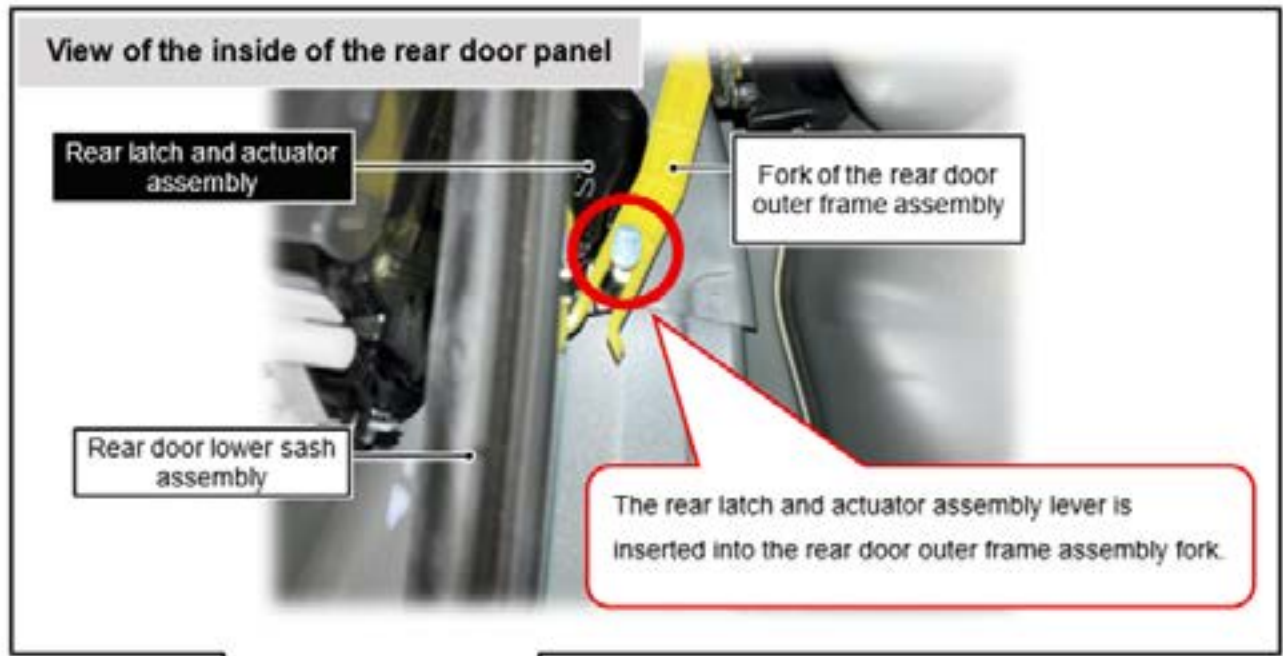


REQUIRED TOOLS & MATERIALS:

Description	Image	Details
General hand tools		
Torque wrench		Required for torquing hardware
Protective Tape		Protect parts
Gloves		For hand protection

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COMPONENT CONFIGURATION:



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SERVICE PROCEDURE / INFORMATION:

Step 1: Remove Rear Door Latch and Actuator Assembly

Caution:

- Check the child lock setting before starting. It must be reset to its original condition before returning the vehicle.
- Use gloves when working inside the door, as some parts are sharp and may cause cuts.

1.1 Raise the rear glass assembly to the top position.

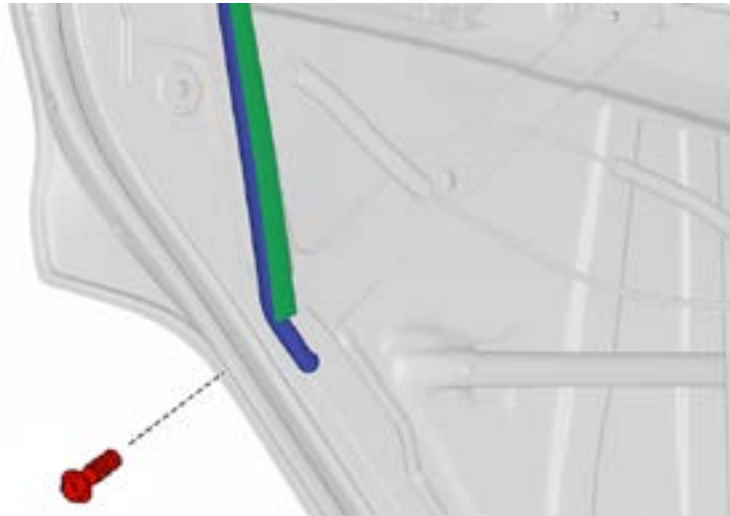
1.2 Record all saved settings, then disconnect the negative battery terminal from the battery sensor.

1.3 Remove the rear door trim panel.

1.4 Remove the door sealing cover.

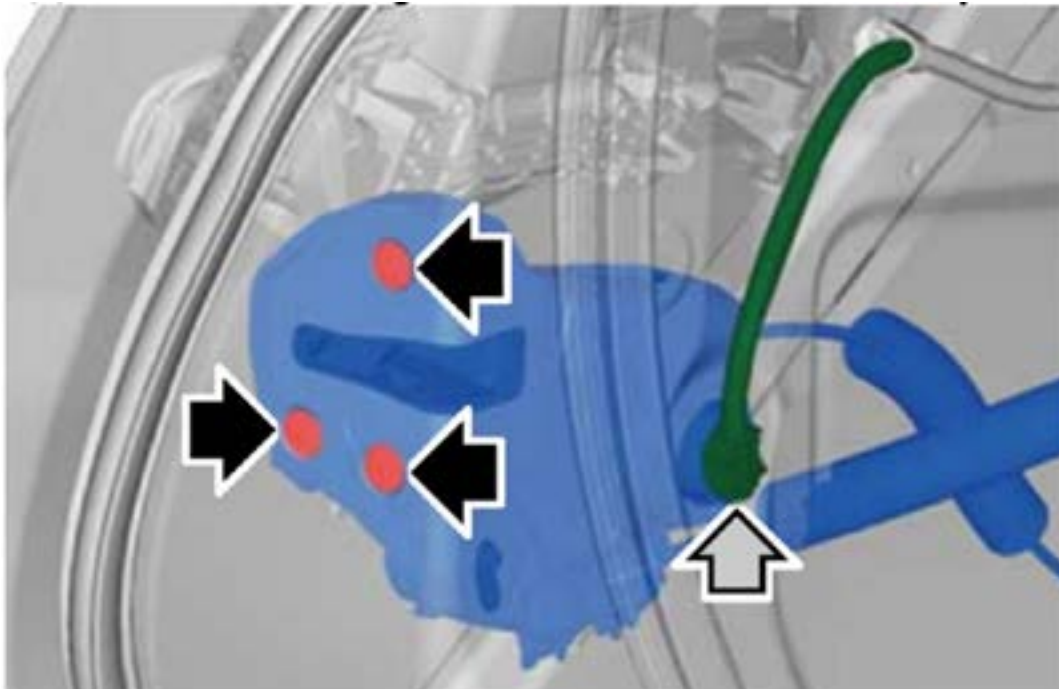
Note: If the sealing cover is damaged during removal, it must be replaced.

1.5 Remove the rear sash bolt.



1.6 Disconnect the connector from the latch and actuator assembly.

1.7 Remove the three (3) T30 bolts securing the latch and actuator assembly to the door.

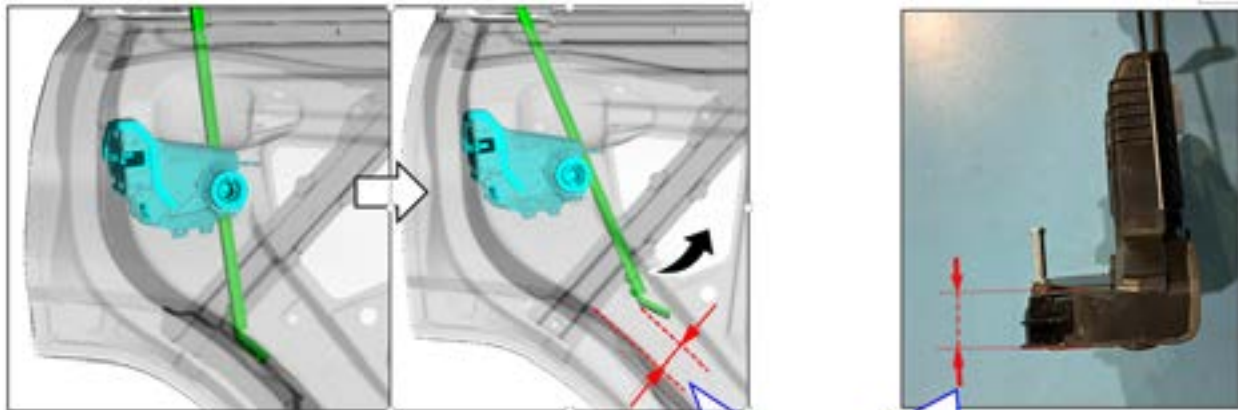


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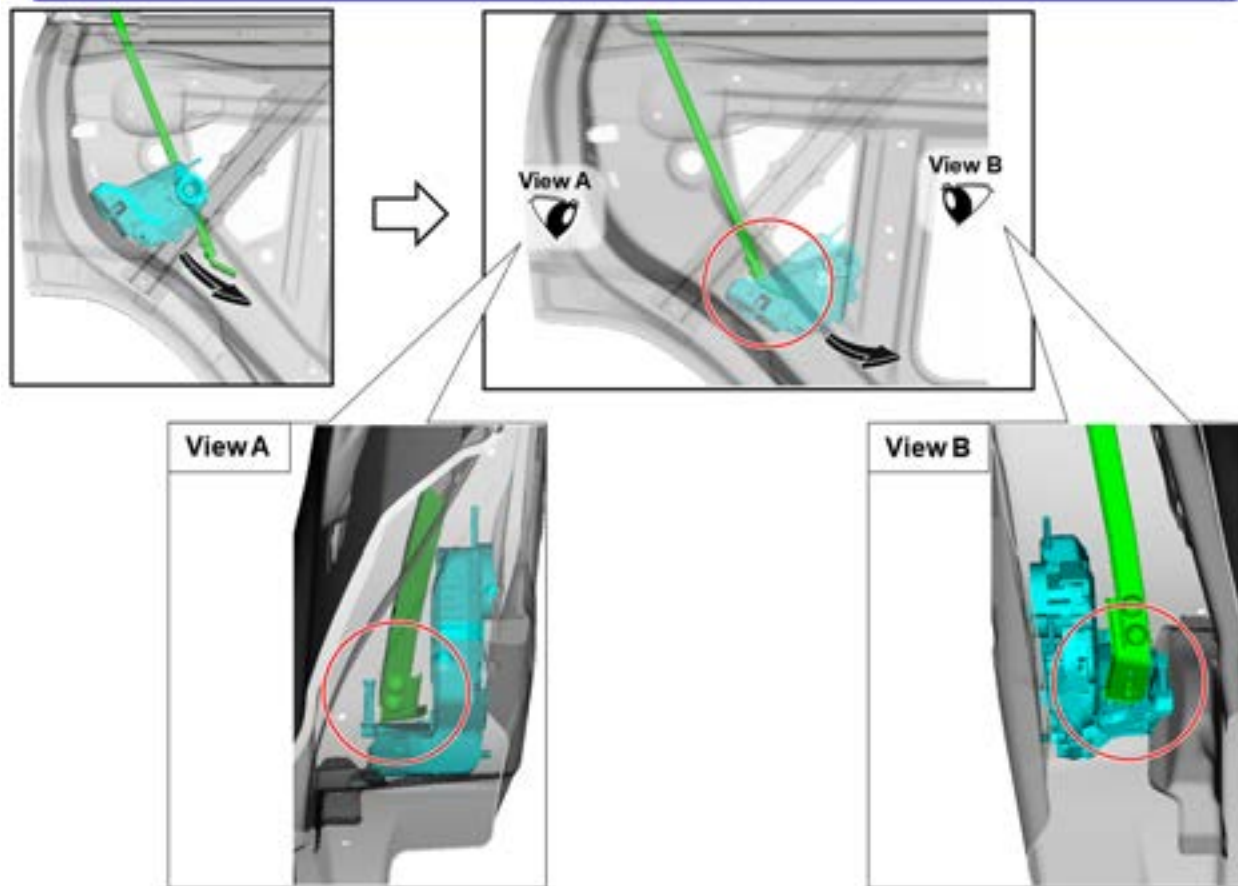
1.8 Remove the rear latch and actuator assembly.

Note: With the lower sash bolt removed, there will be enough clearance to pass the actuator past the sash.

DO NOT move the sash farther than required as this can cause **DAMAGE** to the sash.



Move the rear door lower sash assembly by the thickness of the rear latch and actuator assembly.

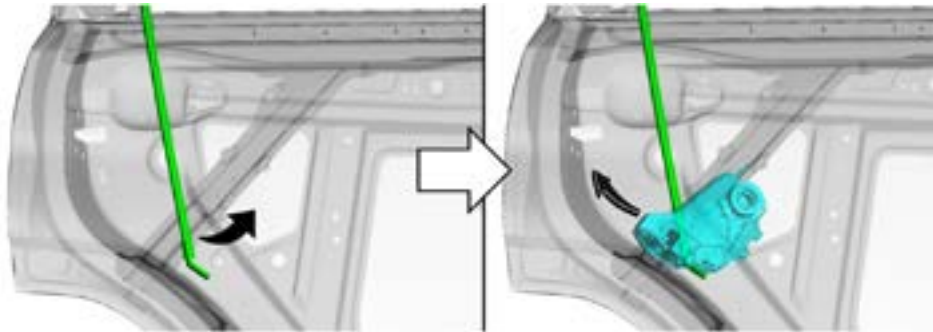


[latch and actuator assembly removal video](#)

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Step 2: Install Rear Door Latch and Actuator Assembly

2.1 Lift up the sash to slide the door latch and actuator assembly past it.



2.2 Insert the door latch and actuator assembly into the fork of the rear door frame assembly.

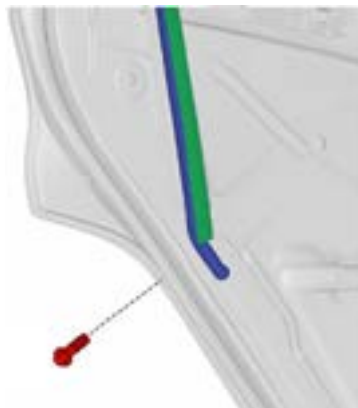


2.3 Install three (3) **NEW** T30 bolts into the door latch and actuator assembly and torque to **6.5 N·m (58 in-lbs)**.

2.4 Connect the electrical connector.



2.5 Install the lower sash bolt and torque to **7.5 N·m (66 in-lbs)**.



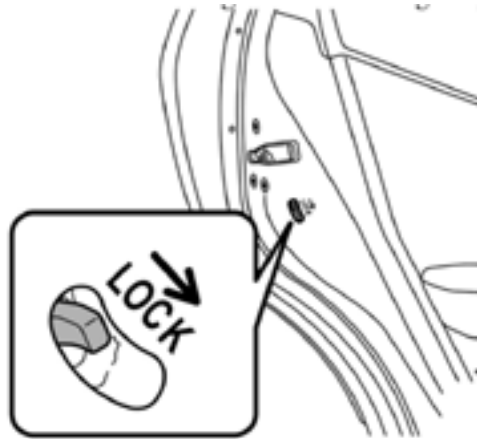
Note: Ensure the lower sash is still attached to the window channel correctly.

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- 2.6 Install the sealing cover.
- 2.7 Install the rear door trim panel.
- 2.8 Reconnect the battery terminal and restore all settings to their original values.

Step 3: Check Operation

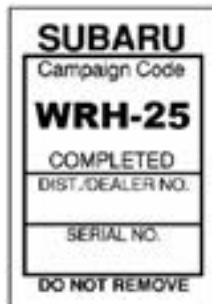
- 3.1 Verify the window glass moves up and down normally.
- 3.2 Check that the inside and outside door handles operate correctly to open the door.
- 3.3 Ensure the lock works from both the key fob and the master window switch.
- 3.4 Confirm the child lock mechanism is functioning and set to its original position.



SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle’s upper radiator support. Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Identification Label(contains one sheet of 20 labels)	1



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CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Fail Code
REPLACEMENT OF BOTH REAR DOOR LATCH ASSEMBLIES	A100-241	.7h	WRH-25

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

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This notice applies to the VIN below



Subaru of America, Inc
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www.subaru.com

**Subaru Service Program WRH-25
January 2026**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2026 model year Forester vehicles that may be equipped with a rear door latch with a damaged micro switch. You have received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS SERVICE PROGRAM

Damage to the micro switch in the door latch used for detecting the rear door lock status may lead to incorrect detection of the rear door lock status. In this condition, the Key lock-in prevention function, the PIN Code Access registration, and the welcome lighting function may not operate correctly.

REPAIR

Subaru retailers will replace the right-hand and left-hand rear door latch and actuator assemblies at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is approximately 45 minutes. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your information.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer'.

For additional information, please go to: <http://www.wr25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com, Customer Support and select 'Contact Us'
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at
Subaru of America, Inc.,
Attn: Customer Advocacy Department,
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.