



To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: July 17, 2026
Re: **WRH-26 Certification Label Non-Compliance Recall- SSLP Label Modification**

This document provides a temporary process for addressing affected SSLP vehicles under the WRH-26 Certification Label Non-Compliance campaign while replacement certification label overlays are being produced and distributed. *THIS PROCESS CAN ONLY BE USED FOR VEHICLES IN THE SSLP PROGRAM.*

This process is temporary and is intended only to support continued SSLP vehicle availability until the correct WRH-26 replacement labels are received by the retailer. Use of this process can begin on **Monday, July 20th, 2026** and must be discontinued immediately upon receipt of the applicable replacement labels. Once the replacement labels are available, retailers must follow the WRH-26 campaign bulletin instructions and install the corrective certification label overlays on all affected vehicles.

Retailers remain responsible for ensuring that the WRH-26 campaign is completed in a timely manner once the recall labels are received. The temporary placard correction process does not replace the required campaign repair and must not be treated as the final remedy. The corrective labels must be installed on all affected vehicles as outlined in the WRH-26 campaign bulletin, and the applicable claim must be submitted after completion.

This interim process is intended to provide a controlled, documented method for SSLP use only until the official campaign remedy can be completed. Retailers should continue to confirm VIN eligibility, maintain accurate documentation, and complete the WRH-26 campaign promptly once replacement labels are received.

SSLP Vehicle WRH-26 Placard Correction Process

Process for confirming affected VINs, updating the certification placard, and submitting NQR documentation for WRH.

Purpose

This process outlines the required steps to verify whether an SSLP vehicle is affected, confirm the correct vehicle grouping, update the GAWR value on the certification placard, and submit the required NQR documentation using fail code WRH. This temporary process allows retailers to continue using affected SSLP vehicles while replacement placards are en route to retailers.

Process Steps

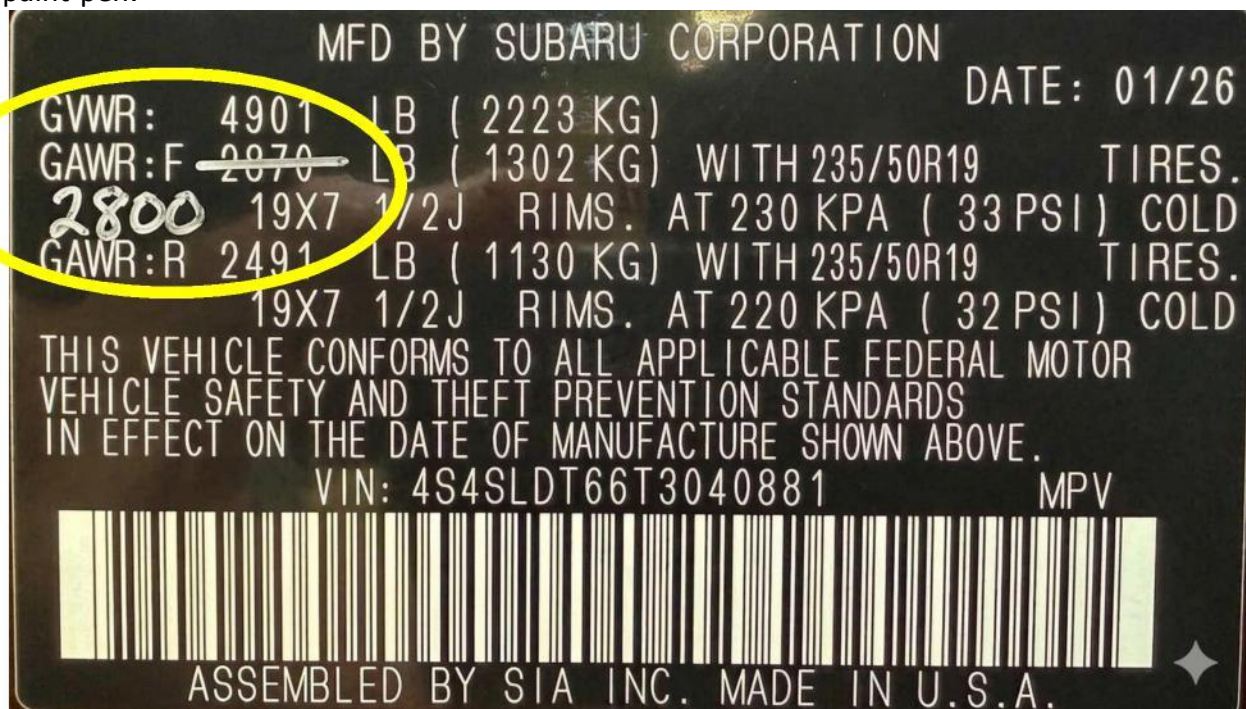
Important: This process is an interim correction only. Retailers must discontinue this process once the replacement WRH-26 labels are received and must complete the official campaign repair as outlined in the WRH-26 campaign bulletin.

- 1. Confirm VIN eligibility** Before beginning the placard correction process, verify that the SSLP vehicle is included on the affected WRH-26 VIN list or confirm eligibility through Vehicle Inquiry on Subarunet.
- 2. Identify the incorrect (Current) GAWR value** After confirming the vehicle, locate the affected GAWR value on the vehicle certification placard. In the following example, a 2026 Forester (Gas) is identified.

Models	Current	New
2019-2026 Ascent	GAWR R 3296LB (1495KG)	GAWR R 3221LB (1461KG)
2026 Crosstrek Hybrid	GAWR R 2835LB (1286KG)	GAWR R 2800LB (1270KG)
2025-2026 Forester (Gas)	GAWR F 2870LB (1302KG)	GAWR F 2800LB (1270KG)
2025 Forester (Hybrid)	GAWR R 2835LB (1286KG)	GAWR R 2800LB (1270KG)
2026 Forester (Hybrid)	Corrective labels have been sent to retailers for all affected 2026 Forester Hybrid models in retailer inventory and in SSLP fleet. Please apply corrective label per WRH-26 recall bulletin.	

- 3. Cross out the incorrect value** Outlined in the example below, using a silver fine-tip paint pen, draw a single line through the incorrect GAWR value. The original value should remain legible.

- 4. Write the corrected new value** In the open space directly below the affected GAWR value, write the corrected value from the "New" column in the vehicle chart using a permanent silver paint pen.



- 5. Photograph the completed placard** Take a clear photo of the placard showing both the full VIN and the adjusted GAWR value.
- 6. Submit the Non-Quality Report** Access TechShare and submit an NQR using fail code WRH. Attach a clear photo of the corrected placard showing the full VIN and adjusted GAWR value.

Documentation Requirements

The submitted NQR must include a clear photo of the certification placard that shows the full VIN and the corrected GAWR value. The photo should be legible and should clearly show that the incorrect value was crossed out with a single line and that the corrected value was written below the affected GAWR.

Vehicle Release Timing

Once the NQR has been reviewed (within 1 business day) and the label verified, a comment indicating approval will be added to the NQR. The vehicle should be available for SSLP use within 1 business day from approval.

Retailer Responsibilities After Modification

SOA expects corrected WRH campaign labels to begin shipping to retailers as early as the week of July 20th. Once the retailer receives replacement labels for SSLP and Stop-Sale inventory, SOA will reload the WRH

recall, and the retailer will not be able to continue SSLP usage until the recall is completed and a claim processed. Contact the SOA claims team with any questions.