

- 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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2009-2013 MY Forester

NUMBER: WRJ-22

SUBJECT: Defective Left Front Seat Belt installed as a replacement part

DATE: 11/11/22

REVISED: 12/09/22

NHTSA ID: 22V-838

Subaru of America, Inc. (Subaru) is initiating a new safety recall for certain 2009-2013 model year Forester vehicles, in which a defective left front seat belt may have been installed as a replacement part.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

A left front seat belt assembly, installed in vehicles as a replacement part, may have been assembled with a force limiter torsion bar that was not manufactured to specification. In the event of a crash, the seat belt assembly may not function as intended, increasing the risk of injury.

REMEDY

For all potentially affected vehicles, Subaru retailers will inspect the identification number of the left front seat belt and replace it with a new one, if necessary, at no cost to the customer.

AFFECTED VEHICLES

A total of 16 U.S. Forester vehicles will be included in this recall, as listed below:

Model Year	Carline	Production Date Range
2009-2013	Forester	January 10, 2008 – November 14, 2012

Not all vehicles in the production range listed above are affected by this recall. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information is now available.

<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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RETAILER RESPONSIBILITY

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service may be subject to civil penalties of up to \$22,423 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Any vehicles listed in any recall/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 Product Campaign Bulletin

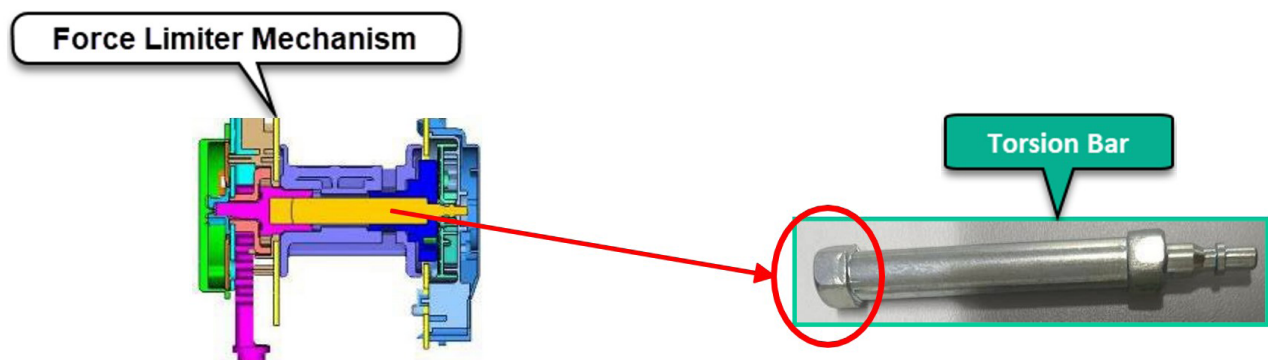
Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before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

OWNER NOTIFICATION

Subaru is in the process of obtaining current vehicle registration data and will notify affected vehicle owners by first class mail within 60 days. Retailers will be advised when the notification is scheduled.

PART INFORMATION:

The torsion bar portion of the force limiter mechanism may have a distorted shape due to foreign matter inside the metal mold during production. The production equipment and inspection process has been redelveloped to rectify the seat belt production.

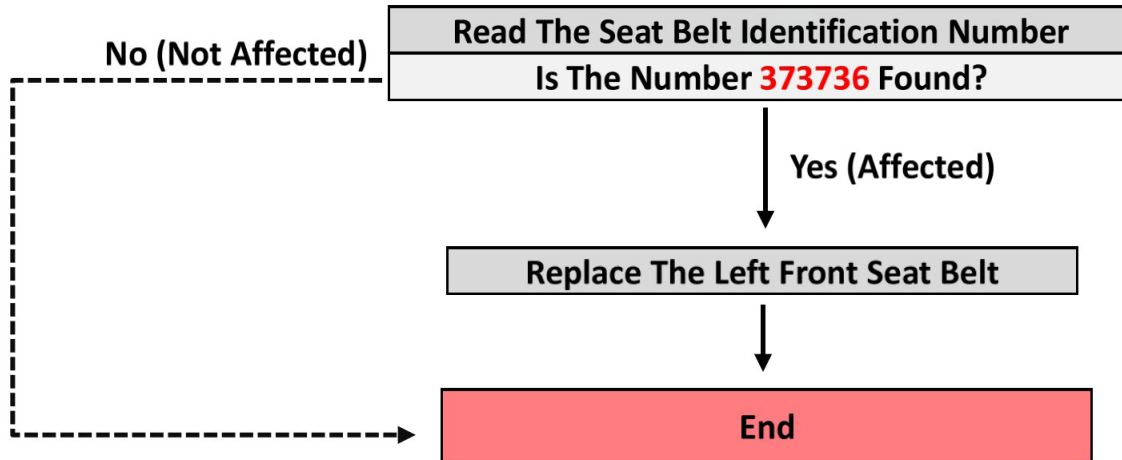


REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

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Part Description	Part Number
BELT ASSY F OUT ULH (LEFT)	64621SC010AP

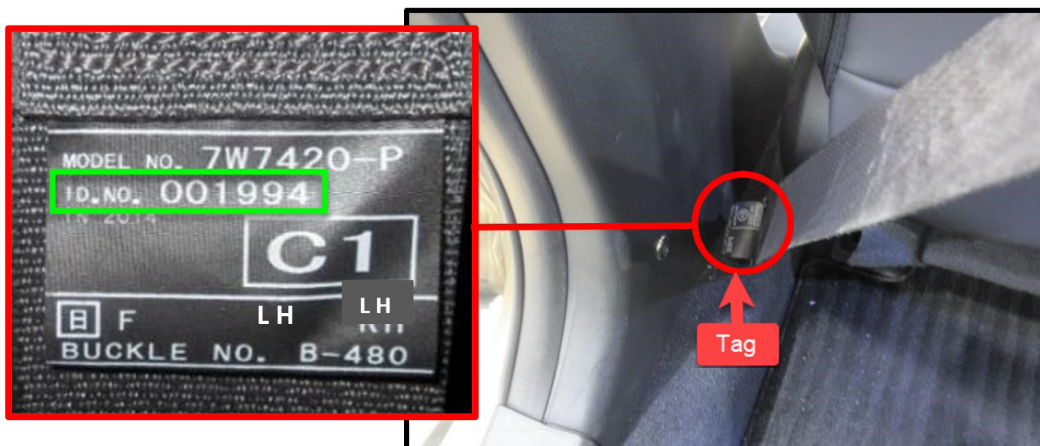
SERVICE PROCEDURE OVERVIEW FLOWCHART:



SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

STEP 1: Locate the large tag located on the left front seat belt. Read the 6-digit identification number labeled “ID.NO.” If the number found is **373736**, the seat belt **MUST** be replaced. A non-affected identification number (001994) is shown in the example image below.



Is identification number **373736** found printed on the tag?

YES – Proceed to **STEP 2**.

NO – The seatbelt is not affected. The procedure is finished.

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STEP 2: The service procedures for the left front seat belt replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to STIS: [Airbag System & Seat Belt System > SEAT BELT SYSTEM > Front Seat Belt](#)

IMPORTANT: ALL affected seat belts must be returned to the Parts Collection Center (PCC).

Please collect and Hazmat ship with tracking to:

***Parts Collection Center
3701 David Howarth Dr
Suite B
Lafayette, IN 47909***

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
SEAT BELT INSPECTION	A065-700	0.2	WRJ-22
SEAT BELT INSPECTION & REPLACEMENT	A913-720	0.6	

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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URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN identified in
the address section printed below



SUBARU

Subaru of America, Inc
PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WRJ-22
NHTSA ID 22V-838
December 2022

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in certain 2009-2013 model year Forester vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Our records indicate that the left front seat belt assembly in your vehicle, installed as a replacement part, may have been assembled with a force limiter torsion bar that was not manufactured to specification. In the event of a crash, the seat belt assembly may not function as intended, increasing the risk of injury.

WHAT SUBARU WILL DO

Subaru will inspect the identification number on the left front seat belt assembly in your vehicle and replace the seat belt with a new one, if necessary, at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect and replace the seat belt assembly, if necessary, is less than 40 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

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 HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

Subaru of America, Inc.
Customer Advocacy Department, Attention: WRJ-22 Recall
P.O. Box 9103, Camden, NJ 08101-9877

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

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.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- 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

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.NHTSA.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and 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.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION