

Part 573 Safety Recall Report

19V-404

Manufacturer Name : Subaru of America, Inc.

Submission Date : MAY 30, 2019

NHTSA Recall No. : 19V-404

Manufacturer Recall No. : WUG-92



Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive
Camden NJ 08103

Company phone : 844-373-6614

Population :

Number of potentially involved : 256

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2019-2019 Subaru Crosstrek

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: Left side (driver's side) rear-door window glass may not be properly tempered.

-The basis for how the recall population was determined: Vehicles equipped with the potentially affected glass were identified using vehicle production records.

-How the recalled products differ from products that were not included in the recall: Vehicles equipped with properly tempered glass are not affected.

The recall population includes certain 2019 model year Crosstrek vehicles. The number of affected Crosstrek vehicles is 256.

Production Dates : JUL 11, 2018 - JUL 16, 2018

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Noncompliance :

Description of the Noncompliance : The supplier has identified glass from one (1) left side (driver's side) rear-door window that may not have been properly tempered. The potentially affected vehicles may be equipped with this window glass, based on vehicle production traceability. As a result, these vehicles may fail to comply with Federal Motor Vehicle Safety Standard (FMVSS) 205, "Glazing materials".

FMVSS 1 : 205 - Glazing materials

FMVSS 2 : NR

Description of the Safety Risk : If broken, glass that does not meet FMVSS 205 can shatter into large fragments that can increase the risk of injury.

Description of the Cause : An operator at the supplier's manufacturing facility manually stopped a quench blower during the glass tempering process, which may have resulted in one (1) left side rear-door window which may have either non-tempered or under-tempered glass.

Identification of Any Warning that can Occur : None

Supplier Identification :

Component Manufacturer

Name : AGC Inc.

Address : Shin-Marunouchi Bldg., 1-5-1 Marunouchi
Chiyoda-ku Tokyo FOREIGN STATES 100-8405

Country : Japan

Chronology :

April 8, 2019 - The supplier informed Subaru Corporation (Subaru) that it had identified a lack of proper tempering on certain rear-door window glass and that the potentially affected window glass had been shipped to Subaru's production plant in Japan.

April 9, 2019 - May 16, 2019 – Subaru traced the potentially affected glass to a vehicle manufacturing period of July 11, 2018 through July 16, 2018. From supplier records, it was estimated that one (1) window may be affected worldwide. Subaru identified the vehicles that may have the potentially affected glass installed in the left side rear-door window location.

May 23, 2019 – Subaru decided to conduct a non-compliance recall.

Description of Remedy :

Description of Remedy Program : For all potentially affected vehicles, Subaru dealers will replace the left-side (driver's side) rear-door window glass at no cost.

How Remedy Component Differs from Recalled Component : Replacement left-side rear-door window glass meets FMVSS 205.

Recalled Component Name: GLASS ASSY DR R

Recalled Component Description: Rear door glass

Recalled Component Part numbers: 62011FL030

Identify How/When Recall Condition was Corrected in Production : The production programming was revised to prevent manually stopping the quench blower on April 15, 2019.

Recall Schedule :

Description of Recall Schedule : Owner notification will occur within 60 days. Dealer notification is scheduled to begin on or about May 31, 2019.

Planned Dealer Notification Date : MAY 31, 2019 - MAY 31, 2019

Planned Owner Notification Date : JUL 19, 2019 - JUL 19, 2019

* NR - Not Reported