

Bulletin mailed to dealers 8/26/04

SUBARU

Subaru of America, Inc.
Recall Headquarters
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 06034-6000
www.subaru.com

August 2004

Dear Subaru Dealer:

Subaru of America, Inc. has announced a voluntary Safety Recall to replace the left front bolt that retains the forward part of the driver's seat to the seat rail in certain 2002 – 2003 MY Impreza vehicles. The bolt may loosen and possibly fall out due to stress caused by normal occupant movement. If the bolt were to loosen and fall out, there is the possibility that the seat may separate from the seat slide in a crash, which would pose a safety hazard to the driver.

Campaign code WWT-04 has been assigned to this safety recall. Repairs will involve replacement of the original bolt with a new bolt and washer assembly. The new bolt will include a thread-locking compound on the threads. Each dealer will be shipped an initial quantity of 20 bolts. Dealers can order additional quantities through normal parts channels.

Attached is one copy of the campaign bulletin. The bulletin is also available on Techinfo.Subaru.com. Please refer to the bulletin for additional information concerning identification of affected vehicles, repair and claim submission procedures.

Enclosed is a list of affected vehicles in your dealer's area along with campaign completion labels for those vehicles. **Note: The list contains owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, dealers are urged to limit the use of this listing only for the purpose of completion of this recall.**

Subaru will notify all owners of affected vehicles by first class mail on or about August 20, 2004.

Thank you for your cooperation in this matter.

Subaru of America, Inc.



PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2002~03MY Subaru Impreza
SUBJECT: Left Front Seat Slide Rail Bolt

NUMBER: WWT-04
DATE: 08/2004

INTRODUCTION

Subaru of America, Inc. (SOA) has determined that the left front bolt that retains the forward part of the driver's seat to the seat rail in certain 2002 - 2003 MY Impreza vehicles may loosen and possibly fall out due to stress caused by normal occupant movement. If the bolt were to loosen and fall out, there is the possibility that the seat may separate from the seat slide in a crash, which would pose a safety hazard to the driver.

This recall will involve replacement of the original bolt with a new bolt and washer assembly. The new bolt will include thread-locking compound on the threads.

AFFECTED VEHICLES

Affected vehicles are identified in the VIN range chart below. NOTE: Not all vehicles within the VIN range are affected. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry in the Dealer Communication System (DCS).

VEHICLE DESCRIPTION	VIN RANGE
2002MY Impreza Sedan	JF1GD****2*500015 - 531625
2002MY Impreza Sport Wagon	JF1GG****2*800021 - 837228
2003MY Impreza Sedan	JF1GD****3*500001 - 513811
2003MY Impreza Sport Wagon	JF1GG****3*800001 - 814065

Note 1. Various characters may occupy the VIN positions Identified by ""*

Note 2. Vehicles identified in the preceding chart may include VINs that were not distributed in the U.S. market. Dealers will be provided a list of VINs that include the owner name and address. This information will enable dealers to follow-up with owners of potentially affected vehicles. These listings contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, dealers are urged to limit the use of this listing only for the purpose of completion of this recall.

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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

OWNER NOTIFICATION

SOA will contact owners of affected vehicles by first class mail on or around August 20, 2004. A copy of the Owner Notification Letter is included at the end of this bulletin.

DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly service all vehicles subject to this recall at no charge to the vehicle owner regardless of mileage, age of the vehicle, or ownership.

For affected vehicles sold after the date on the dealer's computer list, dealers are to contact those owners and provide them with a copy of the owner notification letter. They should also arrange to make the required correction according to the instructions in the service procedure section of this bulletin.

VEHICLES IN DEALER INVENTORY

Dealers are also to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a recall/campaign that are in dealer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in this Product Campaign Bulletin.

Any Authorized Subaru Dealer failing to perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) prior to the vehicle being placed in service may be subject to civil penalties of up to \$5,000 per violation (i.e., for each vehicle), as provided in 49 USC §30165(a) of the Safety Act, and will also be in breach of the Subaru Dealer Agreement.

PARTS INFORMATION

Each dealer will automatically be sent a quantity of 20 replacement bolts & washer sets.

Additional quantities can be ordered through normal Parts channels.

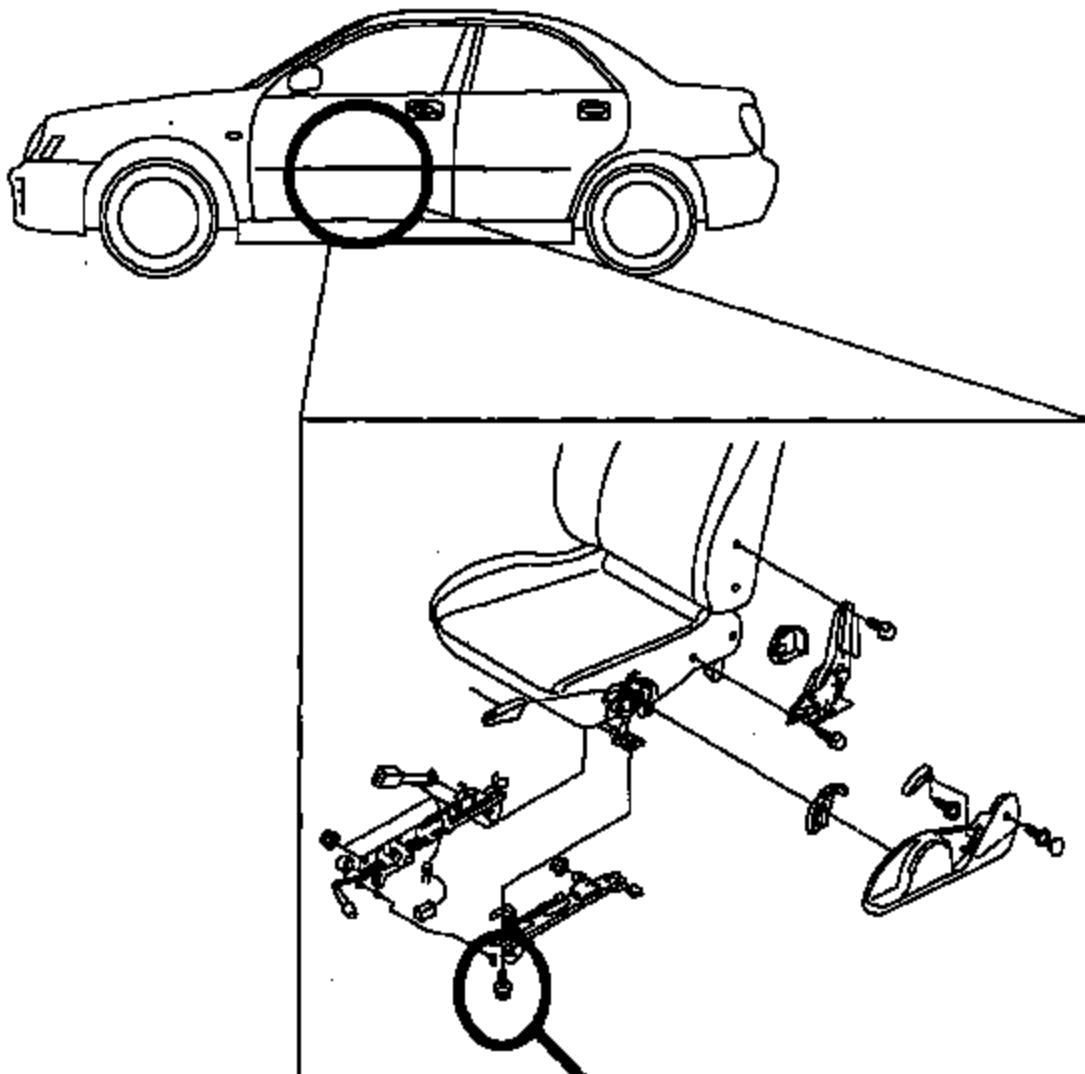
DESCRIPTION	PART NUMBER
Bolt & Washer	901130014

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SERVICE PROCEDURE

- 1) Open the driver's door fully.
- 2) Locate the bolt as shown in the illustration below.
- 3) Gain access to the bolt by positioning the seat at the 5th notch from the front on the slide rail. Ratchet the height adjustment to the upward position.
- 4) Remove the original bolt and install the new slide rail 12mm retention bolt & washer assembly with thread-locking compound. Torque to 18 ft-lb. (24.5Nm)

Note: In case the new bolt is hard to position, loosen the four front seat mounting bolts. Install the new bolt and retorque the seat mounting bolts to 39 ft-lb (53Nm).



The original bolt should be replaced with a new bolt and washer assembly.

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RECALL CAMPAIGN IDENTIFICATION LABEL

Type or print the necessary information on a Recall Campaign identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through the Customer Dealer Services Department (CDS) at 1-800-782-2783.

SUBARU
Campaign Code WWT-04
COMPLETED DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit for performing this recall campaign will be based on the submission of properly completed repair order information. Dealers may enter the applicable claim information through their Dealer Communications System.

Listed below is claim entry information:

Replace Left Front Seat Slide Rail Bolt -- Use the following information for claim submission:

Enter labor operation A191-431 for 0.2 labor hours.

CLAIM TYPE	CAMPAIGN CODE	LABOR OPERATION	LABOR TIME	LABOR DESCRIPTION
Recall/Campaign RC	WWT-04	A191-431	0.2	Replace Left Front Seat Slide Rail Bolt

Enter the applicable part number. Parts will be reimbursed at dealer cost plus applicable handling allowance.

DESCRIPTION	PART NUMBER
Bolt & Washer	801130014

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Subaru of America, Inc.
Subaru Plaza
P.O. Box 6880
Cherry Hill, NJ 08034-6000
www.subaru.com

Important Safety Recall Notice
Subaru Recall Campaign WWT-04
NHTSA Recall No. 04V-342
August 2004

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 2002 through 2003 model year Subaru Impreza vehicles.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that the left front bolt that retains the forward part of the driver's seat to the seat rail in your vehicle may loosen and possibly fall out due to stress caused by normal occupant movement. If the bolt were to loosen or fall out, there is the possibility that the seat may separate from the seat slide rail in a crash, which would pose a safety hazard to the driver.

DESCRIPTION OF THE SAFETY HAZARD

The driver's seat is designed to remain stationary and provide occupant support during vehicle operation. If the left front seat slide rail bolt were to loosen or fall out, the integrity of the seat would be compromised. This could result in personal injury to the driver if the vehicle were involved in a crash. If the left front seat slide rail bolt is loose or has already fallen out, the driver may notice a rattling sound or experience a slight rocking movement in the seat. Whether or not either of these conditions is present in your vehicle, you should immediately contact your Subaru Dealer and make arrangements to have repairs performed promptly.

REPAIRS

To correct this condition, Subaru will replace the left front seat slide rail bolt at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The actual time to install the replacement left front seat slide rail bolt is approximately 10 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 dealer flexibility in scheduling. Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

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IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

In the event that you have already paid for repairs associated with this condition, you may be eligible for reimbursement. The actual sum reimbursed will be equivalent to the amount Subaru of America would reimburse an authorized Subaru dealer in your area for replacement of the left front seat slide rail bolt.

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

Subaru of America, Inc.
Customer Dealer Service Department
Attention: Service Program WWT-04
P.O. Box 6000
Cherry Hill, NJ 08034-6000

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 may take up to 60 days for this process to be completed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us.

IF YOU NEED FURTHER ASSISTANCE

To locate the nearest Subaru Dealer you can access our website at www.Subaru.com and select "Find a Dealer". Or, you may call us at 1-800-SUBARU3 (1-800-782-2783) during normal business hours for assistance. Please call us immediately if the dealer fails or is unable to make the necessary repairs free of charge or write to the address listed on the first page of this letter.

You may also contact The Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 if you believe the dealer 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 to have this repair performed.

Sincerely,
Subaru of America, Inc.

Notice to Lessors

Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)

A subsidiary of Fuji Heavy Industries Ltd.