

# Important Vehicle Safety Recall Notification

## Second Notification

**Important Safety Recall Notice**  
**Subaru Recall Campaign WVD-14**  
**NHTSA Recall No. 08V-135**  
**January 2009**



**Subaru of America, Inc.**  
Subaru Plaza  
PO Box 6000  
Cherry Hill, NJ 08034-6000  
856-488-8500  
[www.subaru.com](http://www.subaru.com)

- **Your 2002-2003 Model Year Subaru is involved in a safety recall because your vehicle may have been manufactured with inadequately tightened tailgate support stays.**
- **Schedule an appointment with your Subaru Dealer.**
- **This service will be performed for you at no charge.**

### **Dear Subaru Owner:**

This notice is sent to you in accordance with the requirements of 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 and 2003 model year Subaru Impreza station wagons.

### **DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that your vehicle may have been manufactured with tailgate stays (also known as tailgate struts) that were inadequately tightened during production. The left and right tailgate stays are designed to support the tailgate when it is placed in an upright position. Each is connected to the tailgate by means of a stud bolt that is attached directly to a welded nut located within the tailgate. If one or both of the stud bolts were inadequately tightened, the loose stud bolt may put unintended stress at the area around the welded nut. Over time and after repeated tailgate operation (opening and closing), this condition could result in the welded nut, along with the tailgate stay, separating and detaching from the tailgate causing the tailgate to close unexpectedly.

### **DESCRIPTION OF THE SAFETY HAZARD**

There is a safety risk associated with this condition. If an affected stud bolt attaching nut were to detach from the tailgate, the tailgate stay would separate from its mounting position and cause the tailgate to drop unexpectedly. For persons underneath or near the tailgate, there is a possibility that the quickly closing tailgate may hit them and potentially cause personal injury.

### **REPAIRS**

To correct this condition, Subaru will inspect the tailgate stay stud bolts for proper tightness. If it is determined that the stud bolts are properly tightened, no further action will be necessary. If it is determined that the stud bolts were not tightened sufficiently during production, the tailgate welded nuts will be inspected for signs of stress cracks. If there are no signs of stress cracks, the stud bolts will be tightened to the proper specification with no further action necessary. If stress cracks are discovered, affected stud bolts and nuts along with both tailgate stays will be replaced. The inspection and any related repairs will be performed at no cost to you.

### **WHAT YOU SHOULD DO PROMPTLY**

You should immediately contact your Subaru dealer for an appointment to have the tailgate stay mounting hardware inspected and, if necessary repaired, at no cost to you.

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In the meantime, until the tailgate stay hardware has been inspected and, if necessary repaired, we recommend that you remain alert for the condition and safety hazard described in this letter and take appropriate precautions when operating the tailgate. If one or both of the tailgate stays is currently detached from the tailgate, it is recommended that you not operate the tailgate until it has been repaired by your Subaru dealer.

Please present this letter to your Subaru dealer on the day of your service appointment.

### **HOW LONG WILL THE REPAIR TAKE?**

The actual time to inspect the tailgate stay mounting hardware is approximately 10 minutes. It may take an additional 45 minutes if the tailgate stays and related hardware require replacement. However, it may be necessary to leave your vehicle the full 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.

### **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 stud bolts, nuts and tailgate stays.

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: WVD-14 Recall  
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](http://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, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> 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.)*