

Important Safety Recall Notice
Subaru Recall Campaign WVK-21
NHTSA Recall No. 09V-468
December 2009



Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
856-488-8500
www.subaru.com

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 & 2003 model year Subaru WRX vehicles that are currently registered in the following states: Alaska, Colorado, Idaho, Iowa, Maine, Michigan, Minnesota, Montana, Nebraska, New Hampshire, New York, North Dakota, South Dakota, Vermont, Wisconsin and Wyoming.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that in extremely cold outside temperatures, fuel seepage can occur from a fuel delivery line.

DESCRIPTION OF THE SAFETY HAZARD

The affected fuel line is located under the engine intake manifold. Especially during engine start-up in cold temperatures, fuel may seep around the seals between the metal fuel line and the rubber hose. Fuel leakage, in the presence of an ignition source, could result in a fire.

REPAIRS

To correct this condition, Subaru will replace the fuel line and hose with a later production version that has a longer rubber hose segment.

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have the fuel line replaced. Please tell the dealer if you have noticed any smell of gasoline in the past when starting up in cold weather.

HOW LONG WILL THE REPAIR TAKE?

The actual time to replace the fuel line is approximately 2 1/2 hours. This will typically make it necessary for you to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your dealer some flexibility in scheduling and completing the repair.

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. Reimbursement consideration will be based on the amount an authorized Subaru dealer in your area would charge for replacement of the fuel line and hose.

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 Services Department
Attention: WVK -21 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 and select "Find a Dealer". If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.
- E-mail: Go to www.subaru.com and select "Contact Us".
- U.S. Postal mail: Write us at Subaru of America, Inc., Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

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

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.

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.)

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