



SUBARU.

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SUBARUNET ANNOUNCEMENT

To: All Subaru Dealers
From: Subaru of America, Inc.
Date: June 24, 2010

Subject: Subaru Recall WVR-28
2010 Legacy/Outback Steering Column Electrical Roll Connector

Subaru of America, Inc. has initiated a voluntary Safety Recall to inspect and possibly replace the steering column electrical roll connector on approximately 73,698 2010 Legacy and Outback models produced between February 16, 2009 and April 12, 2010. The affected VIN range is as follows:

2010 Legacy A*210001 through A*244529
2010 Outback A*310001 through A*377827

Campaign code WVR-28 has been assigned to this Safety Recall.

Affected vehicles may have been produced with wiring in the steering column electrical roll connector (located behind the vehicle's steering wheel) that may develop stress cracks and eventually break. If breakage occurs, the vehicle could experience any or all of the following conditions:

- The driver's frontal airbag may become inoperative and not deploy as intended during a vehicle crash. Such an event could result in personal injury. Should the driver's side airbag become inoperative, the Supplemental Restraint System (SRS) airbag warning light, located on the instrument panel combination meter, will illuminate indicating a malfunction of the airbag system.
- The horn may not function when the horn pad is pushed. This condition would prevent the driver from sounding the horn in an attempt to avoid a dangerous situation such as a vehicle crash.
- Radio and cruise control switches located on the steering wheel (if equipped) may not function.
- Transmission paddle shifters located behind the steering wheel (if equipped) may not function.

This recall campaign will involve checking the "lot number" found on the steering roll connector. If the "lot number" is within a certain range, the connector must be replaced with a new one. If the "lot number" is not within the range, the connector was manufactured to specifications and replacement is not necessary.

Today, Subaru is issuing a "Stop Sale" notice to dealers for all vehicles in inventory affected by this recall campaign. Dealers are being sent a list of affected vehicles in their inventory or in transit by their Region / Distributor Sales Office. As a reminder, all vehicles in dealer inventory affected by this recall must be inspected and, if necessary, repaired before the vehicle can be placed in service or retailed. Vehicle coverage can be confirmed by performing a vehicle coverage inquiry through Subarunet.

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Inspection and repair instructions have been posted on STIS as a document in "What's New", under the heading "**Inspection and Replacement Procedure for Steering Column Electrical Roll Connector**". If the lot number found on the connector is not in the affected range, the vehicle may be sold. If the lot number is found to be in the target range, the vehicle must be repaired prior to being sold, leased or otherwise placed in service.

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 Dealer failing to perform the applicable service procedures, as defined in the campaign 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 \$6,000 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.

General information concerning this Safety Recall:

- Repair parts are in the process of automatically being sent to dealers equivalent to 20% of the their affected VIN list. These parts are being sent with dealer stock orders.
- Inspection and repair instructions have been posted on Subarunet as an announcement under the heading "Inspection and Replacement Procedure for Steering Column Electrical Roll Connector".
- Campaign Bulletin WVR-28 will be posted on the Techinfo.Subaru.com website in the near future. The Bulletin will contain additional information concerning identification of affected vehicles, repair procedures, and claim submission procedures.
- Owner notification - owner notification letters are expected to be mailed on or around July 1, 2010.