

Important Safety Recall Notice
Subaru Recall Campaign WVQ-27
NHTSA Recall No. 10V-196
June 2010



Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

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 2010 Legacy and Outback models equipped with a Continuously Variable Transmission (CVT).

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that the CVT transmission fluid cooler inlet hose, located near the lower portion of your vehicle's radiator, may have been improperly formed during the manufacturing process. As a result, a section of the hose could unexpectedly split allowing transmission fluid to leak.

DESCRIPTION OF THE SAFETY HAZARD

If an improperly formed hose were to split and leak transmission fluid, transfer of engine power to the wheels will begin to diminish, leading to vehicle power loss. This could happen without prior warning and may result in a crash.

REPAIRS

To correct this condition, Subaru will check the "lot number" found on the CVT transmission fluid cooler inlet hose. If the "lot number" is one of a specific group, the hose will be replaced with a new one. If the "lot number" is not within the group, the hose was manufactured to specifications and replacement is not necessary. This repair 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 this repair performed.

There are several important precautions you should take until this recall has been performed:

- If you notice a fluid leak, do not operate the vehicle. Immediately contact your Subaru dealer for assistance.
- If you notice a loss of power, carefully steer the vehicle to a safe place on the side of the road. Turn the ignition off and do not operate the vehicle. Immediately contact your Subaru dealer for assistance.

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HOW LONG WILL THE REPAIR TAKE?

The actual time to check the “lot number” on the CVT transmission fluid cooler hose is approximately 12 minutes. It will take an additional 12 minutes if the hose requires replacement. 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.

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 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.)

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