

**Important Safety Recall Notice**  
**Subaru Recall Campaign WVS-29**  
**NHTSA Recall No. 10V-326**  
**July 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 and 2011 Legacy and Outback models equipped with a 6 Speed Manual Transmission.

**DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that the transmission transfer case in your vehicle was manufactured without a necessary oil lubrication passage as originally intended. As a result, certain gears within the transmission could eventually break due to a lack of lubrication.

**DESCRIPTION OF THE SAFETY HAZARD**

If the transmission gears are not properly lubricated, a groaning sound may begin to develop alerting the driver of a problem. If the sound is ignored and no action is taken, the gears will eventually break and this condition will lead to vehicle power loss, which might result in a crash.

**REPAIRS**

To correct this condition, Subaru will modify the transmission transfer case by opening the oil lubrication passage at the originally intended location. If it is determined at that time that components within the transmission may have been compromised due to a lack of lubrication, those components will also be replaced. 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.

**PRECAUTIONS YOU SHOULD TAKE**

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

- If you notice a groaning sound coming from the transmission area while driving, discontinue use of the vehicle and 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 modify the transmission transfer case is approximately 2 hours and 6 minutes. If transmission components require replacement, the total repair time will be approximately 7 hours and 42 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.

## **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".

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](http://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.)*

***A subsidiary of Fuji Heavy Industries Ltd.***