



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

To: All Subaru Dealers
 Attn: Service Manager
 From: Subaru of America, Inc.
 Date: November 9, 2011

Subject: WVX-34 Safety Recall – Front Lower Control Arms (Transverse Links)

**Affected Vehicles: 2002-2007 Impreza (except STI)
 2003-2008 Forester**

Subaru of America, Inc. has initiated the following Safety Recall:

The WVX-34 Safety Recall affects 2002-2007 Impreza (except STI) and 2003-2008 Forester models whose owners either currently reside in, or the vehicle has ever been registered in, at least one of the 20 listed “salt-belt” States and Washington D.C. Repairs involve inspection and either replacement or corrosion treatment of the front lower control arms (transverse link). If the vehicle is driven after the front lower control arm deforms due to rust, the front lower control arm can break, resulting in loss of control of the vehicle and a possible collision.

The 20 affected “salt-belt” states are as follows: CT, DE, IA, IL, IN, MA, MD, ME, MI, MN, MO, NH, NJ, NY, OH, PA, RI, VT, WI, WV. plus D.C.

- The WVX-34 Campaign Bulletin is available on STIS and contains additional information concerning identification of affected vehicles, repair procedures, and claim submission procedures.
- Special tool, rust proofing spray equipment & rust proofing materials: Prior to the mailing of owner notification letters, each dealer that has been identified as having vehicles affected by this recall in their area will automatically be shipped equipment needed to perform the repairs described in the campaign bulletin. One metal “punch tester” and rust-proofing spray equipment kit will be provided at no cost to the dealer. See campaign bulletin for additional information.

Equipment will be sent to dealers as indicated in the following schedule:

Dealers Located in Salt-Belt States	Dealers Located in non Salt-Belt States
On or about November 7, 2011	On or about November 21, 2011

- Enclosed are Campaign Completion stickers. The completed labels should be attached to the vehicle’s upper radiator support once the recall procedure has been completed.
- The enclosed dealer affected VIN list includes “Customer Vehicles” vehicles affected by this recall. Dealers should also check their inventory for any potentially affected vehicles that may have been added through a customer or dealer trade.

Continued...

Affected VIN lists are created and "dealerized" as follows:

- Original vehicle owners are assigned to the original selling dealer when their current address is within a 100 mile radius of that dealer.
- If the original selling dealer code was found to be inactive, the VIN has been assigned to the nearest active dealer.
- For any new owners or when original owners live more than 100 miles from the original selling dealer, the VIN has been assigned to the nearest active dealer.

Important: The enclosed dealer report provides lists of VINs that include owner name and address information. This information will enable dealers to follow-up with owners of potentially affected vehicles. These listings contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, dealers are urged to limit the use of this listing only for the purpose of completion of this Safety Recall.

- Owner Notification letters will be sent to owners of vehicles who either currently reside in, or the vehicle has ever been registered in, at least one of the "salt-belt" states.

WVX34 Owner Notification Mailing Schedule:

Vehicle Owners Located in Salt-Belt States		Vehicle Owners Located in non Salt-Belt States
Phase 1 2002-2003MY	Beginning on or about 11/21/11	All model years Beginning on or about 11/28/11
Phase 2 2004-2006MY	Beginning on or about 12/5/11	
Phase 3 2007-2008MY	Beginning on or about 12/19/11	

OWNERS LOCATED OUTSIDE THE AFFECTED "SALT-BELT" STATES

Notification letters will only be mailed to owners of vehicles that currently reside in, or the vehicle has ever been registered in, at least one of the "salt-belt" states.

After release of this recall, vehicles previously registered in a non-"salt-belt" state may relocate into a "salt-belt" area. In some cases, the vehicle may be registered in a "non-salt belt" state, and driven in a "salt-belt" area. These vehicles may not show coverage when checked using the Vehicle Coverage Inquiry in Subarunet. SOA requests that dealers located in "salt-belt" states check all vehicles within the affected VIN range for recall coverage. If it is determined that an owner of a vehicle, within the affected VIN range, relocates or uses his or her vehicle in a "salt-belt" area, dealers are requested to contact the Subaru Claims Helpline at 1-866- 782-2782 and request the VIN be added to the WVX-34 recall affected list. The dealer should then perform this procedure on the vehicle at no cost to the customer.