

Important Safety Recall Notice
Subaru Recall Campaign WVX-34
NHTSA Recall No. 11V-464
November 2011



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 some 2002 - 2007 model year Subaru Impreza and 2003 - 2008 model year Subaru Forester vehicles whose owners either currently reside in, or the vehicle has ever been registered in, at least one of the following states:

Connecticut	Maine	New Hampshire	Vermont
Delaware	Maryland	New Jersey	West Virginia
District of Columbia	Massachusetts	New York	Wisconsin
Illinois	Michigan	Ohio	
Indiana	Minnesota	Pennsylvania	
Iowa	Missouri	Rhode Island	

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that your vehicle may have been manufactured with front lower control arms (transverse links) that could corrode in the hanger bracket area if exposed to salt for a prolonged period of time. If the vehicle is operated for an extensive period in a "salt-belt" area (see list of states above that use salt extensively on the roads in the winter), continued exposure to salt could cause the lower control arm hanger brackets to rust and eventually break.

DESCRIPTION OF THE SAFETY HAZARD

The lower control arms are part of your vehicle's front suspension. If one or both were to break due to rusting, control of the vehicle could be affected without prior warning, possibly resulting in a crash. If you encounter this situation, avoid sudden braking and steer straight ahead as you gradually slow down. Then move to an area off of the roadway where you can safely stop.

INSPECTION / REPAIR

Subaru will inspect and test the current condition of your vehicle's front lower control arms. If both are found to be acceptable, anti-rust materials will be applied to the areas of concern as a preventative measure. If either control arm is found to be unacceptable, both will be replaced. These repairs will be performed at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have the front lower control arms inspected and repaired as indicated in the "Inspection/Repair" section of this letter.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect the front lower control arms and apply anti-rust material is approximately 42 minutes. However, if it is determined that the lower control arms require replacement, the total estimated repair time is 2 hours and 36 minutes.

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Additionally, after the anti-rust material is applied, the vehicle should not be driven for at least one hour to allow time for the material to dry. Therefore, it may be necessary to leave your vehicle the full 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.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If 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 front lower control arms.

Please send the original service repair order, which has 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: WVX -34 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 it 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".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wvx34.service-campaign.com>

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. ET and Friday between 10:30 a.m. and 5:00 p.m. ET.
- 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.)

A subsidiary of Fuji Heavy Industries Ltd.



IMPORTANT SAFETY RECALL

NOTICE

Saab Recall No. 15031
NHTSA Recall No. 11V-464
Nov 2011

VIN: *****

J. Doe
123 Any Street
City, State ZIP

Dear *****,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Fuji Heavy Industries and Saab Automobile AB have decided that a defect which relates to motor vehicle safety exists in certain 2005 and 2006 9-2X models. Our records indicate that you are the current owner or driver of a 2005 or 2006 Saab 9-2X that may be subject to this condition and currently registered in, or the vehicle has ever been registered in, at least one of the following states:

Connecticut, Maine, New Hampshire, Vermont, Delaware, Maryland, New Jersey West Virginia, Massachusetts, New York, Wisconsin, Illinois, Michigan, Ohio, Indiana, Minnesota, Pennsylvania, Iowa, Missouri, Rhode Island, and the District of Columbia.

Also, Federal Law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

It has been determined that your vehicle may have been manufactured with front lower control arms (transverse links) that could corrode in the hanger bracket area if exposed to salt for a prolonged period of time. If the vehicle is operated for an extensive period in a "salt-belt" area (states listed above that use salt extensively on the roads in the winter), continued exposure to salt could cause the lower control arm hanger brackets to rust and eventually break.

DESCRIPTION OF THE SAFETY HAZARD

The lower control arms are part of your vehicle's front suspension. If one or both were to break due to rusting, control of the vehicle could be affected without prior warning, possibly resulting in a crash. If you encounter this situation, avoid sudden braking and steer straight ahead as you gradually slow down. Then move to an area off of the roadway where you can safely stop.

INSPECTION / REPAIR

Saab will inspect the current condition of your vehicle's front lower control arms. If both are found to be acceptable, antirust materials will be applied to the areas of concern as a preventative measure. If either control arm is found to be unacceptable, both will be replaced. These repairs will be performed at no cost to you.

The time to inspect the front lower control arms and apply anti-rust material is approximately 45 minutes. However, if it is determined that the lower control arms require replacement, the total estimated repair time is approximately 2 hours and 40 minutes.

Reimbursement

If you have paid for repairs for the condition described in this letter, please complete the enclosed form and present it to your dealer with all required documents. Working with your dealer will expedite your request; however, if this is not convenient, you may mail the completed form and all required documents to Reimbursement Department, P O Box 1590, Troy Mi 48099-1590. The completed form and required documents must be presented to your dealer or received by the Reimbursement Department by Nov 1, 2012, unless state law specifies a longer reimbursement period.

If you have any questions or concerns that your dealer is unable to resolve, please contact the Customer Assistance Center at 1-800-955-9007 in the U S.

We urge you to make an appointment with your **Authorized Saab dealer** as soon as possible. All Saab dealers have received the recall service information needed to rectify your vehicle.

Please refer to the attachment for further information. We are sorry for any inconvenience that you may experience. However, we have taken this action in the interest of your safety and continued satisfaction with our products.

Sincerely,



John E Anderson
Executive Director Aftersales
Saab Cars North America, Inc.

Attachment

OWNER INFORMATION ATTACHMENT: SAAB RECALL NO. 15031

I. What is the defect?

Saab has found that your vehicle may have been manufactured with front lower control arms (transverse links) that could, corrode in the hanger bracket area is exposed to salt for a prolonged period of time. If the vehicle is operated for an extensive period in a "salt-belt" area (see list of states that use salt extensively on the roads in the winter), continued exposure to salt could cause the lower control arm hanger brackets to rust and eventually break.

II. What are the safety risks?

The lower control arms are part of your vehicle's front suspension. If one or both were to break due to rusting, control of the vehicle could be affected without prior warning, possibly resulting in a crash. If you encounter this situation, avoid sudden braking and steer straight ahead as you gradually slow down. Then move to an area off of the roadway where you can safely stop.

III. What is Saab going to do?

Saab Cars North America, Inc. has made arrangements with its authorized Saab dealers who will inspect and test the current condition of your vehicle's front lower control arms. If both are found to be acceptable, antirust materials will be applied to the areas of concern as a preventative measure. If either control arm is found to be unacceptable, both will be replaced. These repairs will be performed at no cost to you.

We urge you to make an appointment with your Saab dealer as soon as possible. Please bring this letter with you on the day of your appointment.

There is no charge for this recall or for any assistance in completing this work from either Saab or Saab dealers.

IV. What if you have a problem or question regarding this recall?

The Saab Customer Assistance Center is available to assist you in resolving any questions and may be contacted toll free at 1-800-955-9007. If, after contacting the Saab Customer Assistance Center or your Saab dealer, you are still not satisfied that we have done our best to remedy this condition within 60 days after you receive this notice, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey Ave., SE, Washington, DC 20590; or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

**Saab Recall 15031
Customer Reimbursement Request Form**

This section to be completed by customer (please print)

Customer Name: _____

Street Address or P. O. Box Number: _____

City: _____ State: _____ Zip Code: _____

Daytime Telephone Number (include Area Code): _____

Evening Telephone Number (include Area Code): _____

Date Request Form and Supporting Documentation Submitted to Dealer: _____

Vehicle Identification Number of Involved Vehicle: _____
(17 Characters)

Mileage at Time of Repair: _____ Date of Repair: _____

Amount of Reimbursement Requested: \$ _____

THE FOLLOWING DOCUMENTATION MUST ACCOMPANY THIS REQUEST FORM.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- Description of problem, the repair performed, date of repair and who performed the repair.
- The total cost of the repair expense that is being requested.
- Proof of payment for the repair in question and the date of payment.
(Copy of cancelled check, copy of credit card receipt or receipt for cash payment)

My signature to this document attests that all attached documents are genuine and I request reimbursement for the expense I incurred for the repair covered by this letter.

Customer's Signature: _____

Please provide this request form and the required documents to your Saab dealer for processing. If your request is approved, you will receive a check from your dealer. If your request is denied, you will receive a written explanation for the denial from your dealer. If your request is incomplete, your dealer will advise you what documentation is needed to complete the request and offer you the opportunity to resubmit the request when the missing documents are available. If you have any questions about this process or have waited 30 or more days for a response from your dealer, please contact the Saab Customer Assistance Center at 1-800-955-9007

This section to be completed by dealer (please print)

Bulletin No.: _____ Request Approved: _____ Date: _____ Amount: \$ _____

Request Denied: _____ Date: _____ Reviewed By: _____

Reason: _____

If denied, please provide a copy of this form to the customer and retain original for your files