

Important Safety Recall Notice
Subaru Recall Campaign WVY-35
NHTSA Recall No. 11V-???
December 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 2012 model year Subaru Legacy and Outback vehicles.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that your vehicle may be equipped with a brake master cylinder that could malfunction and cause an increase in the amount of brake pedal travel distance required to slow or stop the vehicle. As a result, the driver might misjudge the amount of brake pedal travel required to achieve the desired stopping distance. This could occur unexpectedly and without prior warning.

In vehicles experiencing this condition, the driver will initially encounter a soft pedal feel and may momentarily perceive a sense of loss in braking power while the pedal is being pressed lightly. This will only continue until the pedal is pressed downward approximately two (2) more inches. Effective braking function will be achieved at that point, making it possible to slow or stop the vehicle.

DESCRIPTION OF THE SAFETY HAZARD

If the brake master cylinder were to malfunction, brake pedal travel distance will increase. The driver might misjudge the amount of brake pedal travel required to achieve the desired stopping distance, possibly resulting in a crash.

INSPECTION / REPAIR

To correct this condition, Subaru will inspect and, if necessary, replace the brake master cylinder. This repair 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 brake master cylinder inspected and replaced if necessary.

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

- If you experience the condition described above while braking, continue to apply steady pressure on the brake pedal until the vehicle comes to a stop. Immediately contact your Subaru dealer for assistance.
- Always maintain a safe distance from other vehicles while driving. The normally recommended minimum distance is one car length of space for every 10 mph of speed.
- As a precautionary measure, it is highly recommended that you use extra care while operating the vehicle in confined areas such as parking lots and while parking your vehicle in a garage, car port or other structure.

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HOW LONG WILL THE REPAIR TAKE?

The actual time to perform the inspection is approximately 10 minutes. It will take an additional 1 hour if the brake master cylinder 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".

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

- <http://www.wvy35.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.)

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