

SECOND NOTICE

Important Safety Recall Notice
Subaru Recall Campaign WVX-34
NHTSA Recall No. 11V-464
November 2012



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

IMPORTANT

- **Your 2002-2008 Model Year Subaru is involved in a safety recall because 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.**
- **Schedule an appointment with your Subaru Dealer.**
- **This service will be performed for you at no charge.**

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 years Subaru Impreza and 2003 - 2008 model years 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, Delaware, District of Columbia, Illinois, Indiana, Iowa, Maine, Maryland, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, New Jersey, New York, Ohio, Pennsylvania, Rhode Island, Vermont, West Virginia, Wisconsin

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.

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.

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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: W VX -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 8:00 p.m. ET.
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 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.