

**Important Safety Recall Notice  
Subaru Recall Campaign WVZ-36  
NHTSA Recall No. 12V-047  
February 2012**



**Subaru of America, Inc.**  
Subaru Plaza  
P.O. 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 requirements of 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 has been manufactured with one or both side curtain airbags that may not inflate when activated during a side impact collision.

#### **DESCRIPTION OF THE SAFETY HAZARD**

The side curtain airbags provide added occupant protection in the event of certain types of side impact collisions. The side curtain airbags are mounted in the side trim above the windows between the front windshield pillar and a point over the rear seat. Although the side curtain airbags will attempt to deploy, they may not inflate and therefore fail to provide the intended protection, increasing the risk of injury.

#### **REPAIRS**

To correct this condition, Subaru will replace one or both side curtain airbag modules at no cost to you. Subaru has predetermined the side air bag module(s) that require replacement for your particular vehicle. Your Subaru dealer will only replace those modules that are affected.

#### **WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you.

#### **HOW LONG WILL THE REPAIR TAKE?**

The actual time to install the side curtain airbag modules is approximately two hours. 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. ET and Friday between 10:30 a.m. and 5:00 p.m. ET.
- 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.