

Important Safety Recall Notice

Subaru Recall Campaign WQA-37

NHTSA Recall No. 12V-099

March 2012



SUBARU

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 requirements of the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that the rear seat center seatbelt on certain 2009 through 2012 model year Forester vehicles fails to conform to one of the requirements of Federal Motor Vehicle Safety Standard No. 208, "Occupant Crash Protection".

DESCRIPTION OF THE NONCOMPLIANCE

Subaru has determined that your vehicle has been manufactured with a rear seat center seatbelt that does not comply with the Federal Motor Vehicle Safety Standard requirement for securing a child restraint system (CRS) also known as a "child safety seat".

DESCRIPTION OF THE SAFETY HAZARD

The rear center seatbelt may not adequately secure certain CRSs that require a short belt routing configuration for attachment. This seatbelt contains an Automatic Locking Retractor that may not lock as intended when such a configuration is used, preventing a tight and secure installation of the CRS. If the CRS is not properly secured, the CRS may not provide the protection it was designed to provide, and the child occupying the CRS may be at an increased risk of injury in the event of a crash.

REPAIRS

In the interest of safety, Subaru is sending this notice to you before repair parts are available. A second notification letter will be sent to you when repair parts become available. At that time, Subaru will repair the rear seat center seatbelt assembly at no cost to you.

PRECAUTIONS YOU SHOULD TAKE

A CRS should NOT be used in the rear seat center position until the seatbelt assembly has been repaired. As recommended in your vehicle's Owner's Manual, the left or right rear seating positions should be used for installation of a CRS. Please refer to your vehicle's Owner's Manual for proper seatbelt usage instructions.

ADDITIONAL INFORMATION

The condition described only poses a safety risk when a CRS is installed in the rear seat center position. Otherwise, this seatbelt will operate normally and provide the intended occupant protection. Other seatbelts in the vehicle are not affected by this condition.

In the event your needs are such that a CRS must be installed in the rear seat center position, please contact Subaru immediately for assistance. We can be contacted in the following ways:

- 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.

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

- <http://www.wqa37.service-campaign.com>

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.

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. As we mentioned, a second notification letter will be sent to you when the repair parts become available.

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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