

Important Safety Recall Notice

Subaru Recall Campaign WQE41-2

NHTSA Recall No. 12V-602

February 2013



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 a defect, which relates to motor vehicle safety, exists in some 2006 through 2012 model year Subaru vehicles equipped with optional Genuine Subaru Puddle Lights. If your vehicle is not equipped with optional puddle lights, this notice does not apply to you.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that certain vehicles equipped with optional left and right side puddle lights may develop a short circuit and cause related components to overheat and potentially melt.

A short circuit can develop when either the puddle lights or connectors are exposed to an electrolytic moisture source (i.e.- salt water) and it penetrates the circuit board of the puddle light or the pins of the puddle light connector(s).

DESCRIPTION OF THE SAFETY HAZARD

Puddle lights are mounted in the vehicle's left and right rocker panel trim and automatically illuminate the ground in the area near the doors when you enter and exit the vehicle. If the puddle lights or connectors were to overheat, they could melt and pose a risk of a fire.

REPAIRS

To correct this condition, Subaru will inspect and if necessary repair the puddle lights. If in-line fuses for both the left and right side puddle lights are not already installed, they will be added as a precautionary measure at no cost to you.

WHAT YOU SHOULD DO

If your vehicle is equipped with optional puddle lights or if you are unsure whether your vehicle is equipped with optional puddle lights, you should immediately contact your Subaru Dealer for an appointment to have your vehicle inspected and if necessary, this repair performed at no cost to you. If you are certain that your vehicle is not equipped with optional puddle lights, no further action is necessary.

There are several important precautions owners of vehicles equipped with optional puddle lights should take until this repair has been performed:

- If you notice or smell smoke in the left or right rocker panel area of the vehicle, be sure the ignition switch is in the "off" position and do not operate the vehicle. Immediately contact your Subaru dealer for assistance.
- As a precautionary measure, it is highly recommended that you not park your vehicle in a garage, car port or other structure.

HOW LONG WILL THE REPAIR TAKE?

The actual time to inspect your vehicle and, if necessary, install in-line fuses is approximately 30 minutes. Any other repairs could take up to an additional 25 minutes. 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.

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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 performing those repairs.

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: WQE-41 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 postage prepaid postcard and mail it to us. Or, if you prefer to update this information online, please go to www.subaru.com, select Contact Us then select Update Address from the drop down menu.

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, including how to determine if your vehicle is equipped with puddle lights, and for the most Frequently Asked Questions, please go to:

- <http://www.wqe41.service-campaign.com>

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783)
Monday through Thursday between 7:30 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.