

**Important Safety Recall Notice  
Subaru Recall Campaign WVV-32  
NHTSA Recall No. 11V-469  
February 2013**



**Subaru of America, Inc.**  
Subaru Plaza  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000  
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 2010-2012 model year Subaru Legacy and Outback vehicles.

**DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that under certain conditions, the bottom cover on your vehicle's windshield wiper motor may overheat and potentially melt.

If there is an obstruction, such as snow or ice, in the cowl area when the windshield wipers are turned off, the wiper arms would be forced to "park" at a higher than intended position on the windshield. In this situation, the wiper arms will continuously attempt to return to the normal park position. As a result, components contained within the wiper motor bottom cover could develop high electrical resistance causing this part to overheat.

**DESCRIPTION OF THE SAFETY HAZARD**

The windshield wiper motor is located below the windshield in the cowl area of the vehicle. If the bottom cover of the motor were to overheat, it could melt and pose a risk of a fire.

**REPAIRS**

To correct this condition, Subaru will replace the windshield wiper motor bottom cover. 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 windshield wiper motor bottom cover replaced.

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

- Be sure the cowl area where the windshield wipers park, when turned off, is free of any obstructions.
- If you notice or smell smoke in the front cowl 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.

*Continued...*

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

The actual time to replace the windshield wiper motor bottom cover is approximately 30 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.

## **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".

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

- <http://www.wvv32.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. Eastern Time and Friday between 10:30 a.m. and 5:00 p.m. Eastern Time.
- 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.)*