



**Important Safety Recall Notice  
Subaru Recall Campaign WQH-44  
NHTSA Recall No. 13V-159  
April 2013**

**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 2014 model year Subaru Forester vehicles.

**DESCRIPTION OF THE SAFETY DEFECT**

Subaru has determined that your vehicle is equipped with carpeted floor mats. The resin composition used for the floor mat backing was not manufactured to specification, which can cause the floor mats to curl when exposed to heat.

**DESCRIPTION OF THE SAFETY HAZARD**

Curling of the driver side floor mat could distract the driver and/or interfere with proper operation of one or a combination of, the vehicle's clutch, brake, and accelerator pedals. Brake or accelerator pedal interference may result in very high vehicle speeds and make it difficult to stop the vehicle, which could cause a crash.

**REPAIRS**

In the interest of safety, Subaru is sending this notice to you before replacement mats are available. A second notification letter will be sent to you when replacement mats become available. At that time, Subaru will replace the carpeted floor mat set at no cost to you.

**PRECAUTIONS YOU SHOULD TAKE**

You should immediately remove the driver's carpeted floor mat from the vehicle and store it for future return. Do not replace it with any of the other mats.

**ADDITIONAL INFORMATION**

The condition described only poses a safety risk when an affected Genuine Subaru carpeted floor mat is installed in the driver's floor position. Once the mat is removed from the vehicle, the safety risk no longer exists.

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If your vehicle was delivered without carpeted floor mats installed, this notice does not apply to you. However, you will be notified when replacement floor mats are available for your vehicle.

Genuine Subaru All-weather floor mats (rubber, non-carpeted mats) are not affected by this recall.

#### **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](http://www.subaru.com), select Contact Us and 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](http://www.subaru.com) and select "Find a Dealer".

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

- <http://www.wqh44.service-campaign.com>

If you need additional assistance, please contact us directly:

- E-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us".
- 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
- U.S. Postal mail: Write us at Subaru of America, Inc., Attn: CDS Department,  
P.O. Box 6000, Cherry Hill, NJ 08034-6000.

After you receive a second notice informing you that replacement mats are available, 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.