

**Important Safety Recall Notice  
Subaru Recall Campaign WQI-45  
NHTSA Recall No. 13V-194  
May 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 2013 model year Subaru Legacy and Outback vehicles.

#### **DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD**

Subaru has determined that the steering column in your vehicle may not have been manufactured to specification. During the manufacturing process, the steering column shafts may not have been “press-fitted” sufficiently. This could allow the shafts to disengage without prior warning. If this were to happen, the driver would lose the ability to steer the vehicle and a crash could occur.

#### **REPAIRS**

To correct this condition, Subaru will replace the steering column at no cost to you.

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

You should immediately contact your Subaru Dealer for an appointment to have this repair performed at no cost to you. If you prefer not to operate your vehicle until repairs are made, please contact your nearest Subaru dealer to make arrangements to have your vehicle towed to that dealer at no cost to you.

There are several important precautions you should take until this repair has been performed. Never adjust the steering wheel tilt/telescopic position while driving. This may cause loss of vehicle control and result in personal injury. This applies even after the steering column in your vehicle has been replaced. The following precautions should be observed while the vehicle is safely stopped:

- Before driving the vehicle, ensure the front wheels respond when the steering wheel is turned.
- Do not adjust the steering wheel tilt/telescopic position until this repair is made. This may cause loss of vehicle control and result in personal injury.

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

The actual time to replace your vehicle’s steering column is approximately 45 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.

*Continued...*

## **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. Or, if you prefer to update this information online, please go to [www.subaru.com](http://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](http://www.subaru.com) and select "Find a Dealer".

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

- <http://www.wqi45.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.

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.