

**Important Safety Recall Notice**  
**Subaru Recall Campaign WQJ-46**  
**NHTSA Recall No. 13V-336**  
**August 2013**



**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 certain 2013 model year Subaru Tribeca vehicles and 2014 model year Legacy and Outback vehicles equipped with a 5-speed automatic transmission (6 Cylinder Models Only).

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

Subaru has determined that the transmission in your vehicle may not have been manufactured to specification. During the manufacturing process, the transmission parking rod may have been damaged during assembly. As a result, when the transmission select lever is placed in the “P” (Park) position, one of the following events could occur:

1. The transmission park mechanism that is intended to hold your vehicle may not engage. If this were to happen and the parking brake is not set, your vehicle may unexpectedly move/roll without prior warning. This could result in personal injury or property damage.
2. The transmission park mechanism may engage but may not release when the selector lever is moved out of the “P” (Park) position. In this situation, the vehicle would not be able to be moved or driven.

**To ensure your vehicle remains stationary while parked, always engage the parking brake.**

**REPAIR**

To correct this condition, Subaru will replace the automatic transmission assembly with a new unit 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.

**Properly applying the parking brake will ensure your vehicle remains stationary while parked.** This is always recommended and particularly important at this time. As indicated in your owner’s manual, never rely on the transmission alone to hold the vehicle. To set the parking brake, press the brake pedal firmly and hold it down while applying the parking brake.

If the transmission fails to disengage from the park position when the select lever is moved out of the “P” (Park) position, immediately return the lever to the park position and turn the engine off. Do not attempt to “rock” the vehicle by pressing the accelerator pedal or switching between forward and reverse gears. Doing so could result in the vehicle moving unexpectedly and the driver losing control. Contact your Subaru dealer for assistance.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to replace your vehicle’s transmission is approximately 4 hours. 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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## **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".

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.***