

IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



SUBARU®

Subaru of America, Inc.

Subaru Plaza

P.O. Box 6000

Cherry Hill, NJ 08034-6000

800-782-2783

www.subaru.com

Subaru Recall Campaign WQN-50
NHTSA Recall No. 14V-577
January 2015 – 2nd Notice

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 certain 2015 model year Subaru Outback vehicles.

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THE RECALL

This recall applies to certain 2015 model year Subaru Outback vehicles equipped with a genuine Subaru accessory trailer hitch assembly, specifically part number L101SAL010.

Mounting nuts included in the accessory trailer hitch assembly kit are used to affix the trailer hitch to eight separate threaded studs welded to the body of the affected vehicles. Subaru has determined that during the installation process, the installer may have applied excessive torque when tightening those mounting nuts. If so, the threaded studs on the vehicle may have been damaged.

If excessive tightening of the mounting nuts occurred during installation of the accessory trailer hitch assembly, the mounting nuts may not provide sufficient force to remain attached to the threaded studs or the threaded studs might break. If either of those conditions is experienced while a trailer is being towed, the driver might not be able to operate the vehicle as desired or the trailer may detach from the vehicle. Either situation could possibly result in a crash.

DESCRIPTION OF THE REPAIR

Subaru will replace the mounting nuts for the accessory trailer hitch assembly and inspect the vehicle's threaded studs for damage. Any damaged studs will be replaced. This repair will be performed at no charge to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the accessory trailer hitch assembly inspected and repaired.

UNTIL THIS REPAIR CAN BE PERFORMED, IT IS IMPORTANT THAT YOU DO NOT USE THE TRAILER HITCH.

HOW LONG WILL THE REPAIR TAKE?

The time to access and replace the mounting nuts for the accessory trailer hitch assembly, and to inspect the vehicle's threaded studs, is approximately one hour. If the inspection reveals that any of the studs require replacement, your Subaru retailer may need to make arrangements to have the remainder of the repair performed by an automotive body shop.

It may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling. If the repair cannot be completed the same day it is started, Subaru will cover the expense of a loaner vehicle.

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, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer you can access our website at www.subaru.com and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select 'Customer Support'
- By 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
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer 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 Subaru retailer 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.

A subsidiary of Fuji Heavy Industries Ltd.

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.)