



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 29, 2016

Mr. John Frooshani
Safety Activities Manager, Government Relations
Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000

NEF-150TB
16V-694

Subject: Windshield Wiper Motor Bottom Cover may Melt

Dear Mr. Frooshani:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SUBARU/LEGACY/2010-2014
SUBARU/OUTBACK/2010-2014

Mfr's Report Date: September 23, 2016

NHTSA Campaign Number: 16V-694

Components:

VISIBILITY:WINDSHIELD WIPER/WASHER:MOTOR

Potential Number of Units Affected: 592,647

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain model year 2010-2014 Legacy vehicles manufactured November 26, 2008, to June 7, 2013, and 2010-2014 Outback vehicles manufactured January 9, 2009 to June 7, 2013. Due to contamination, components within the windshield wiper motor bottom cover may interfere with each other. If an obstruction, such as a buildup of snow or ice prevents the wiper arms from being able to stop in the parked position, the wiper motor may overheat and the bottom cover may melt.

Consequence:

If the windshield wiper motor overheats, the wipers may fail, reducing driver visibility and increasing the risk of a crash. Additionally, the wiper motor cover may melt, increasing the risk of a fire.

Remedy:

Subaru will notify owners, and dealers will replace the windshield wiper motor bottom cover assembly, free of charge. The manufacturer has not yet provided a notification schedule. Owners may contact Subaru customer service at 1-800-782-2783. Subaru's number for this recall is WTK-71. Note: This recall supersedes recall 11V-469. All vehicles that were remedied under that campaign are affected by this campaign, and need to have their wiper motor bottom cover replaced again.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to provide an estimated date including month, day, and year, when you will send notifications to owners, dealers, and distributors as soon as it becomes available. Please be reminded that it is required that owners be notified of a safety defect in their vehicles within 60 days of a manufacturer's notification to NHTSA of a safety defect in those vehicles.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at tariq.bond@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian".

Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigations
Enforcement