



Subaru of America, Inc.

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May 11, 2016

Dear Subaru Retailer:

The following is an important and urgent update to information shared yesterday concerning the stop sale on certain Legacy and Outback vehicles. This is due to a possible manufacturing defect in the steering column shaft. **It is critical that you take action today based on this updated information.**

By now, retailers should have received affected VIN lists through our regional offices. Our update today exclusively involves sold units.

Our request to you is as follows:

Please use the VIN lists provided to immediately contact your customers to inform them of this recall. We ask that you re-contact customers that were contacted prior to today's message.

They should be notified as follows:

"We are calling to inform you that your vehicle has been identified as potentially having a manufacturing defect impacting the safety of the vehicle steering system. **Your vehicle may not be safe to drive because of this potential defect.** We will either arrange for one of our technicians to come to you to inspect your car or we will make arrangements to have it towed at our expense to our retailer facility for inspection. If the vehicle is determined to be safe by the technician's inspection, then you can safely drive the vehicle. However, if our inspection determines that the car requires repair, and it has not already been towed to our facility, we will make arrangements to have it towed there at our expense. Until your car has been repaired, you will be provided with a free loaner car."

We anticipate that customer letters will be mailed very soon but due to this urgent matter a phone contact to your customers is urgently requested.

Claims for retailer reimbursement for on-site customer inspections can be made using normal sublet procedures for time and mileage.

We sincerely appreciate your cooperation and assistance.

Subaru Parts and Service