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



Subaru of America, Inc. Subaru Plaza P.O. Box 6000 Cherry Hill, NJ 08034-6000 800-782-2783 www.subaru.com

Subaru Recall Campaign WTC-64 NHTSA Recall No. 16V-251 May 2016

# 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 certain 2015 model year Legacy and Outback vehicles may fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 126, "Electronic Stability Control Systems."

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

# DESCRIPTION OF THE NONCOMPLIANCE

The brake fluid used during production of your vehicle may have contained excess moisture. Excess moisture in brake fluid may cause a gelatinous material to form in the brake system. This material may accumulate and temporarily clog stability control-related valve filter(s) in the Vehicle Dynamics Control (VDC) system. If that occurs, VDC performance may not fully comply with the FMVSS No.126 requirement. However, your vehicle's brakes will continue to operate normally.

### **DESCRIPTION OF THE SAFETY RISK**

If a stability control-related valve filter becomes temporarily clogged as described above, the VDC system, when activated, may not be as effective in preventing loss of vehicle control, which may increase the risk of a crash.

#### REPAIR

Subaru will perform an ABS (anti-lock braking system) sequence control, then flush and replace the brake fluid in your vehicle at no cost to you.

### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed.

### HOW LONG WILL THE REPAIR TAKE?

The time to perform this repair 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 Subaru retailer flexibility in scheduling.

## 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: www.subaru.com, Customer Support and select "Contact Us"
- <u>By telephone:</u> 1-800-SUBARU3 (1-800-782-2783)
  - Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
  - o 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:

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.)