

## 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 TKA-16  
NHTSA Recall No. 16V-358  
Zone A 2009 MY Forester  
November 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 a defect, which relates to motor vehicle safety, exists in certain 2009-2011 model year Subaru Forester vehicles, equipped with a non-desiccated Takata-sourced passenger side frontal air bag containing the propellant Phase Stabilized Ammonium Nitrate.

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

### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The affected vehicles are equipped with a Takata-sourced passenger side frontal air bag that may be susceptible to moisture intrusion. Over time, that could cause the inflator to rupture when the passenger's frontal air bag deploys in a crash. If the inflator ruptures, metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.

### WHAT YOU SHOULD DO

Parts are now available. You should immediately contact your Subaru retailer (dealer) for an appointment to have the front passenger air bag inflator replaced with a new one.

***Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

### HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?

The time to replace the front passenger air bag inflator is approximately 90 minutes. It may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. Please present this letter to your Subaru retailer at the time this repair procedure is performed.

### 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 '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](http://www.subaru.com) and select 'Find a Retailer.'

For additional information about future parts availability and the most Frequently Asked Questions, please go to:

- <http://www.tka16.service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us"
- 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.

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.)*