

**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 WTK-71**  
**NHTSA Recall No. 16V-694**  
**October 2016 – 2010-2011 MY**

**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 2010 - 2014 model year Legacy and Outback vehicles.

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

**DESCRIPTION OF THE SAFETY RISK**

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.

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.

**WHAT YOU SHOULD DO**

You should immediately contact your Subaru retailer (dealer) for an appointment to have the windshield wiper motor bottom cover replaced.

There are several important precautions you should take until this repair has been performed:

- Be sure the cowl area where the windshield wipers park, when turned off, is free of any obstructions.
- If you notice or smell smoke in the front cowl area of the vehicle, be sure the ignition switch is in the "off" position and do not operate the vehicle. Immediately contact your Subaru retailer for assistance.
- As a precautionary measure, it is highly recommended that you not park your vehicle in a garage, car port or other structure until this repair is completed.

**REPAIR**

To correct this condition, Subaru will replace the windshield wiper motor bottom cover, and if needed, replace the windshield wiper motor, at no cost to you.

**IMPORTANT**

**In 2011 your vehicle was recalled for a different condition related to the front windshield wiper motor, which required replacement of the wiper motor bottom cover. This new recall supersedes that recall.**

**All vehicles affected by the previous recall are also affected by this new recall. IF YOU ALREADY HAD THE PREVIOUS REPAIR PERFORMED, YOU MUST HAVE THE WIPER MOTOR BOTTOM COVER REPLACED AGAIN.**

**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.**

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to replace the windshield wiper motor bottom cover is approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment.

**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 HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.  
Customer-Retailer Services Department, Attention: WTK-71 Recall  
P.O. Box 6000, Cherry Hill, NJ 08034-6000**

**Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.**

**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, please go to: <http://www.wtk71.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: [www.subaru.com](http://www.subaru.com), Customer Support 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:  
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.)*