

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 WTL-72
NHTSA Recall No. 16V-716
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 2017 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

During production of the steering beam assembly in your car, the knee guard bracket may not have been properly aligned with the steering beam at the time of welding. As a result, the bracket may not have been properly attached to the steering beam. Under this condition, in a frontal crash the knee guard may not be able to restrain the driver's lower body as designed.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed. For the safety of you and your passengers, all persons in the vehicle should fasten their seatbelts BEFORE the vehicle starts to move. Otherwise, the possibility of serious injury becomes greater in the event of a sudden stop or accident.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

Both the repairs and the towing will be at no cost to you.

REPAIR

Subaru will inspect the knee guard bracket welds of the steering beam assembly to determine if it needs to be replaced. If replacement is necessary, a new steering beam assembly will be installed in your vehicle. The inspection and possible replacement will be performed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time required to inspect the knee bracket welds to determine if your steering beam assembly needs to be replaced is approximately 10 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment. If the steering beam assembly needs to be replaced, the repair will require the vehicle be transported back to the factory. If this does happen to occur, your Subaru retailer will provide alternate transportation for the entire period of time that your vehicle is unavailable.

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 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: WTL-72 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 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"

- 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.)