

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 WTQ-76
NHTSA Recall No. 17V-625
October 2017

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 2015 model year WRX and STI vehicles equipped with harman/kardon® speakers, including the subwoofer.

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

DESCRIPTION OF THE SAFETY RISK

Cargo in the trunk could contact the subwoofer wire and move the wire out of its fixed position. If the wire touches the metal frame of the subwoofer, this may result in an intermittent short, causing the integrated circuit (IC) in the subwoofer amplifier to be damaged. In some cases, the damaged IC may create a continuous electrical current into the subwoofer. If this occurs, the subwoofer could overheat and pose a fire hazard.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed. You SHOULD NOT use your audio (radio, CD player, etc.) or navigation system until the repair has been completed by your Subaru retailer.

For your convenience, your retailer will provide you a loaner or rental vehicle at no cost until your car has been repaired.

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

- If you hear an intermittent static or “crackling” sound coming from the subwoofer speaker, discontinue use of the audio and navigation systems and turn the power “OFF” on the head unit.
- If you notice or smell smoke coming from the rear window shelf or trunk compartment of the vehicle, discontinue use of the audio and navigation systems and turn the power “OFF” on the head unit.
- 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 add wire retainer clips to the subwoofer at no cost to you. In the event that the subwoofer has experienced the condition where the wires are contacting the metal frame of the subwoofer, the subwoofer may be replaced at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The actual time for inspection and to install the clips is approximately 20 minutes or, in the event that the subwoofer is found to need replacement, this could take 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.

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: WTQ-76 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.'

For additional information, please go to: <http://www.wtq76.service-campaign.com>.

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 Subaru Corporation

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.)