

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 WTR-77
NHTSA Recall No. 17V-701
November 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 2018 model year Crosstrek vehicles equipped with Genuine Subaru floor mats.

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

DESCRIPTION OF THE SAFETY RISK

An incorrect floor mat retention bracket may have been installed for the driver's side floor mat. As a result, the floor mat may move out of position and possibly interfere with the driver's operation of the accelerator pedal and/or brake pedal. Should that occur, it may lead to a crash.

WHAT YOU SHOULD DO

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

PRECAUTIONS YOU SHOULD TAKE

You should immediately remove the driver's side floor mat from the vehicle and store it for use after this repair is performed. Do not replace it with any other floor mat.

REPAIR

To correct this condition, Subaru will inspect the floor mat retention bracket, and replace it with the correct bracket if necessary at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The actual time for inspection and to install the correct bracket, if necessary, is approximately 18 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 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 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.)