

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN below



SUBARU

Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Safety Recall WUE-90
NHTSA Recall ID 19V-149
April 2019

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 2013-2017 model year Crosstrek vehicles, 2014-2016 model year Forester vehicles, 2008-2016 model year Impreza (4-door) vehicles, 2012-2016 model year Impreza (5-door) vehicles, and 2008-2014 model year WRX (4-door) vehicles.

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

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

Due to a potential defect in the brake lamp switch in your vehicle, the rear brake lamps may not illuminate as intended while braking. Brake lights that do not illuminate properly will not alert other drivers that the vehicle is slowing or stopping, increasing the risk of a crash.

In the event of a brake lamp switch failure, the brakes on your vehicle would not be affected.

Secondary braking functions, however, such as ABS, VDC, and EyeSight® (if equipped), could be affected. In the event of a failure, the warning light(s) associated with these secondary braking functions will illuminate.

Depending on the vehicle model, the brake lamp switch functions affected by this condition may include the following:

- Rear brake lamp illumination
- Shifting a vehicle equipped with an automatic transmission out of 'Park'
- Starting a vehicle equipped with push-button ignition
- Anti-lock Brake System (ABS) functionality
- Vehicle Dynamics Control (VDC) functionality
- EyeSight® Driver Assist operation

WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have the brake lamp switch replaced in your vehicle for free.

If your vehicle exhibits a problem related to any of the brake lamp switch functions listed above, please contact your Subaru retailer immediately for assistance.

To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

WHAT SUBARU WILL DO

Subaru will replace the brake lamp switch in your vehicle with a remedied one, at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time to replace the brake lamp switch is approximately 30 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please update this information online at 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: WUE-90 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

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.wue90.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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 (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle 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 SUBARU CORPORATION