

Important Information regarding your vehicle - please open and read immediately



[Find a Retailer](#)

IMPORTANT SAFETY RECALL
This notice applies to the VIN below

Subaru Safety Recall WUH-93
Improperly Applied Spot Welds
NHTSA Recall ID 19V-493
Regarding VIN:

July 2019

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 2019 model year Legacy and Outback vehicles.

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

REASON FOR THIS SAFETY RECALL

Certain spot welds, located on the duct below the cowl panel, may not have been properly applied during production. If the spot welds were improperly applied, the strength of the vehicle's body may be reduced, potentially increasing the risk of injury in the event of a crash.

WHAT SUBARU WILL DO

An authorized Subaru retailer (dealer) of your choice will arrange to have your vehicle inspected by a Subaru manufacturer's representative. If the Subaru manufacturer's representative determines that the spot welds were not properly

applied during production, Subaru will replace your vehicle with a comparable new one at no cost to you. Subaru will also be responsible for paying any taxes, registration, or any other fees that may result from this vehicle exchange.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer to arrange an appointment with a Subaru manufacturer's representative to inspect your vehicle, at no cost to you.

FIND A RETAILER

HOW LONG WILL THE INSPECTION TAKE?

The time required for this inspection is less than one hour. To minimize your inconvenience, your retailer will provide you a loaner or rental vehicle at no cost to you until that inspection can be performed. If it is determined that this defective condition exists in your vehicle, you will be provided with a free loaner or rental vehicle until the vehicle exchange transaction is complete.

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 "Quick Links" 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 email: Go to www.subaru.com and select "**Customer Support**"
- By telephone: **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: 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

FIND A RETAILER

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.)

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at <https://www.subaru.com/customer-support.html>, or call (800) 782-2783.