

URGENT
IMPORTANT SAFETY RECALL
This notice applies to the VIN identified in the
address section printed below



Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
1-856-488-3962 (direct)
www.subaru.com

Subaru Safety Recall WRH-22
NHTSA ID 22V-712
November 2022

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 certain 2022 model year Impreza and Outback vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 212, 'Standard for Windshield Mounting.' As a result, Subaru is conducting a safety recall.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

The vehicles affected by this recall were produced with a batch of incorrect body clearcoat finish, which may not achieve the proper hardness. This condition could potentially cause inadequate front windshield adhesion to the vehicle body structure in the event of a crash, increasing the risk of injury to the vehicle occupant(s).

WHAT SUBARU WILL DO

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

A representative from Subaru will attempt to contact you by phone to help arrange this process for you. You will be provided with a free loaner or rental vehicle until the transaction is complete.

WHAT YOU SHOULD DO

If you have not already discussed the replacement or repurchase arrangements for your vehicle with a representative from Subaru, or if you have sold your vehicle, please contact the Subaru representative handling this matter directly at **1-856-488-3962**.

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 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 Advocacy Department, Attention: WRH-22 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:

Please contact us immediately if you have not already discussed the replacement or repurchase arrangements for your vehicle with a representative from Subaru.

If you need additional assistance, please contact us directly:

- By telephone: 1-856-488-3962 (direct)
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer Advocacy Department – WRH22 Safety Recall
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>.

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.NHTSA.gov> if you believe Subaru has failed or is unable to remedy this defect 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 contact us as soon as possible.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION