

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
844-373-6614
www.subaru.com

**Subaru Safety Recall WRA-24
NHTSA Recall ID 24V-227
May 2024 - Interim Notification**

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Subaru of America, Inc. (Subaru) has decided that a defect which relates to motor vehicle safety exists in certain 2020-2022 model year Legacy and Outback vehicles.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

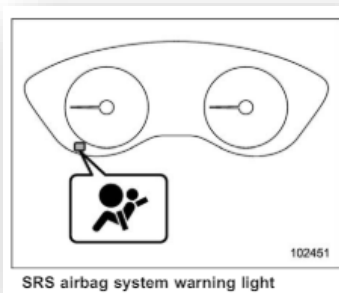
Your vehicle may be equipped with defective Occupant Detection System (ODS) sensors on the front passenger seat, which may result in an internal short circuit. If this happens, the supplemental restraint system (SRS) warning light will illuminate and the front passenger airbag may deactivate even though the seat is occupied, increasing the risk of injury to the front passenger in the event of a crash.

WHAT SUBARU WILL DO

Subaru is in the process of acquiring the parts to perform this repair. At this time, Subaru is prioritizing the repair of vehicles which have an illuminated supplemental restraint system (SRS) airbag system warning light in the instrument panel due to a limited supply of parts. Sufficient parts to begin repairs for all affected vehicles are estimated to be available in the second quarter of 2025, at which time Subaru will send you a follow up letter and will replace the ODS sensors in your vehicle at no cost to you. The timing is subject to change based on actual parts availability.

WHAT YOU SHOULD DO

If the supplemental restraint system (SRS) airbag system warning light is illuminated in your instrument panel, your vehicle may be experiencing symptoms related to this safety recall. Please contact your authorized Subaru retailer for further diagnosis and refrain from allowing passengers in the front passenger seat until the diagnosis is complete.



If the SRS airbag system warning light is not illuminated, once you receive a follow up letter from Subaru notifying you that replacement parts are available, please contact any authorized Subaru retailer to make an appointment to repair your vehicle.

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 go to <https://www.subaru.com/support/customer-support.html> to send us your information.

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: WRA-24 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.wra24.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Customer Support"
- 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:
Subaru of America, Inc.
Attn: Customer Advocacy 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.NHTSA.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 upon notification that replacement parts are available.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION