

# CSC-10033532-7208

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service program will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WVP-26	A153-688 0.2 hrs.	ABS Electronic Control Unit Cover Inspection – No Cracks Found
RC	WVP-26	A153-631 1.2 hrs.	ABS Hydraulic Unit Replacement

### OWNER NOTIFICATION LETTER

Service Program WVP-26

Anti-lock Brake System Control Module

#### Dear Subaru Owner:

We would like to thank you for selecting a 2010 Subaru Legacy / Outback. At Subaru, we take pride in our products and are committed to your continued satisfaction.

During a quality review, we discovered that the plastic cover on your vehicle's ABS (anti-lock brake system) electronic control unit may have been cracked during the manufacturing process. The ABS electronic control unit is an integrated part of the brake hydraulic unit located in the engine compartment. If the cover is cracked and the electronic control unit is exposed to water, particularly from a high pressure source such as a garden hose or pressure washer, water can enter the unit and potentially cause a short circuit. If this were to happen, the unit will go into "failsafe" mode and the "ABS" warning light on the instrument panel will illuminate alerting the driver of a malfunction. When the warning light is on, the ABS function shuts down; however, the conventional brake system will continue to operate normally. In other words, even if your vehicle experiences this condition, the braking system will continue to function.

#### WHAT WE ARE ASKING YOU TO DO PROMPTLY

We suggest that you schedule an appointment with your Subaru Dealer as soon as possible to have your vehicle's ABS electronic control unit cover inspected.

- If no cracks are found, no further action is required. Since the cracking condition was the result of the manufacturing process, please be assured that the cover is not susceptible to cracking in the future.
- If cracks are found, the ABS electronic control unit plastic cover will be temporarily repaired by applying sealer over the cracks. Your Subaru dealer will order a replacement ABS hydraulic unit, which includes a new cover, for your vehicle and contact you when the part is available. Replacement units are expected to be available beginning in late August 2010.

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The approximate time to perform the inspection and, if necessary, temporarily seal the cover is 12 minutes. It will take an additional 1 hour if the brake hydraulic unit requires replacement. However, it may be necessary for you to leave your car for a longer period on the day of your scheduled appointment to allow your dealer flexibility in scheduling other appointments. Your Subaru dealer will perform this repair at no cost to you.

Please present this letter to your Subaru Dealer on the day of your service appointment.

Prior to having the inspection/repair performed, it is highly recommended that your vehicle's engine compartment not be intentionally sprayed with water, particularly with a high pressure washer.

### **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have changed your address, or if you have sold your Subaru, please complete the enclosed prepaid postcard and mail it to us.

### **IF YOU NEED FURTHER ASSISTANCE**

To locate the nearest Subaru Dealer you can access our website at [www.subaru.com](http://www.subaru.com) and select "Find a Dealer".

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783) Monday through Thursday between 8:30 a.m. and 7:00 p.m. EST and Friday between 10:30 a.m. and 5:00 p.m. EST.
- E-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us".
- U.S. Postal mail: Write us at Subaru of America, Inc.,  
Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Please contact us immediately if the dealer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of 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 service performed.

Sincerely,

Subaru of America, Inc.

#### **Notice to Lessors**

*The lessor of a vehicle who receives this letter is requested to provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor should 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.)*

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