



To: All Subaru Retailers

From: Subaru of America, Inc.
Corporate Communications

Date: July 23, 2014

Re: *Oil Consumption in Certain Subaru Models*

In response to media reports you may have seen regarding certain Subaru models that are experiencing oil consumption levels above the owner's expectations, please note the following: while oil consumption can vary between vehicles, it is extremely rare for Subaru vehicles to experience any oil consumption issues under normal driving conditions.

Procedure for customers with the issue:

In line with the current procedure, if a customer reports an oil consumption issue (after checking levels or observing a low oil indicator light) the customer should bring their vehicle to you to have the oil level checked. You will then perform an oil consumption test to determine if oil usage is within acceptable levels. If you then determine that work is required, you will perform the service needed under warranty. If there is a delay between identifying the issue and conducting the remedial work, the customer's oil should be topped off under warranty. Further details will be published shortly on this issue.

Short statement for consumers who ask about the reported lawsuit:

The suit alleges that some owners of 2011-14 Foresters, 2013 Legacy and 2013 Outback, (with 2.5-liter Boxer engines) and 2012-13 Impreza and Crosstrek models are experiencing oil consumption levels above the owner's expectations.

Short statement for Consumers who ask if they need be concerned about purchasing a vehicle:

Only a very small number of customers have identified a concern on this issue. You can continue to have full confidence in Subaru vehicles.

Short statement for Owners of a vehicle in this range:

Only a very small number of customers have identified a concern on this issue. You can continue to have full confidence in Subaru vehicles and our warranty program. However, please continue to monitor your oil levels as described in your owner's manual.