



**To:** All Subaru Retailers

**From:** Subaru of America, Inc.  
Corporate Communications

**Date:** August 1, 2014

**Re:** *Oil Consumption in Certain Subaru Models*

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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 existing procedure, if a customer reports an oil consumption issue (after checking oil levels or observing a low oil indicator light) the customer should bring their vehicle to you. You will then perform an oil consumption test to determine if oil usage is within acceptable levels. In connection with diagnosing whether engine work is required, it may be necessary to add oil. Since the addition of oil is a necessary part of the diagnosis, you may submit it as part of the warranty repair.

**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.