

UPDATE: Subaru Recall Campaign: WTD-65 Steering Column

TO: SDC EST CEN WST
FROM: Subaru of America, Inc.
DEPARTMENT: Parts & Service
DATE: 05/13/2016
CATEGORY: Show in all Categories

Please be advised that owner notification letters will be mailed today, and emails will also be sent today to owners with a valid email address on file with MySubaru.com.

A copy of the customer letter is [attached](#).

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



SUBARU

Subaru of America, Inc.
Subaru Plaza
P.O. Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Subaru Recall Campaign WTD-65
NHTSA Recall No. 16V-292
May 2016

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 a defect, which relates to motor vehicle safety, exists in certain 2016 and 2017 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 SAFETY RISK

The steering column in your vehicle may not have been manufactured to specification. An incorrect tool setting during the manufacturing process may have resulted in improper machining of one of the steering column shafts. If this condition exists, turning the steering wheel may have no effect on the direction of the wheels, increasing the risk of a crash.

Your vehicle is not safe to drive if this potential defect is present.

WHAT YOU SHOULD DO

Please contact your retailer (dealer) **as soon as possible** to make arrangements to have your vehicle towed to their facility, at no cost to you, and inspected. If the inspection determines that the defect is not present, the vehicle will be safe to drive. If the defect is found, the steering column will be replaced.

Please do not drive your car until it has been inspected and, if necessary, the recall repair has been performed.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

For your convenience, your retailer will provide you a loaner or rental vehicle at no cost until your car has been repaired.

REPAIR

Subaru will inspect the lot number on the steering column in your vehicle to determine if it needs to be replaced. If replacement is necessary, a new steering column will be installed in your vehicle. The inspection and possible replacement will be performed at no cost to you.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect the lot number to determine if your steering column needs to be replaced is approximately 10 minutes. If the steering column needs to be replaced, the repair will take approximately one hour. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

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.wtd65.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: www.subaru.com, Customer Support and select "Contact Us"

- By telephone: 1-800-SUBARU3 (1-800-782-2783)
 - Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
 - Friday between 10:30 a.m. and 5:00 p.m. ET
 - Saturday between 9:00 a.m. and 3:30 p.m. ET

- By U.S. Postal mail:
Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 6000
Cherry Hill, NJ 08034-6000

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, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.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 as soon as possible to have this repair performed.

Sincerely,
Subaru of America, Inc.

A subsidiary of Fuji Heavy Industries Ltd.

Notice to Lessors

Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must 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.)