

**ATTENTION:**  
GENERAL MANAGER ☐  
PARTS MANAGER ☐  
CLAIMS PERSONNEL ☐  
SERVICE MANAGER ☐

IMPORTANT - All  
Service Personnel  
Should Read and  
Initial in the boxes  
provided, right.




**SUBARU**

QUALITY DRIVEN® SERVICE

## PRODUCT CAMPAIGN BULLETIN

**APPLICABILITY:** 2002~07MY Impreza (except STI)  
2003~08MY Forester  
**SUBJECT:** Front Lower Control Arm (Transverse  
Link) Corrosion

**NUMBER:** **WVX-34R**  
**DATE:** Nov 2011  
**REVISED:** **07/26/21**

### INTRODUCTION

Subaru of America, Inc. (SOA) has determined that affected vehicles, listed below, may have been manufactured with front lower control arms (transverse links) that could corrode in the hanger bracket area if exposed to salt for a prolonged period of time. If the vehicle is operated for an extensive period in a “salt-belt” area (see list of states below that use salt extensively on the roads in the winter), continued exposure to salt could cause the lower control arm hanger brackets to rust and eventually break. If one or both were to break due to rusting, control of the vehicle could be affected without prior warning, possibly resulting in a crash.

This recall will involve inspecting and testing the current condition of the front lower control arms. If both are found to be acceptable, as a preventative measure it will be necessary to apply anti-rust materials to the areas of concern. If either control arm is found to be unacceptable, both will require replacement.

### AFFECTED VEHICLES

Certain 2002-2007 model year Subaru Impreza (except STI) vehicles and 2003-2008 model year Subaru Forester vehicles whose owners either currently reside in, or the vehicle has ever been registered in, at least one of the following “salt-belt” states:

Connecticut	Maine	New Hampshire	Vermont
Delaware	Maryland	New Jersey	West Virginia
District of Columbia	Massachusetts	New York	Wisconsin
Illinois	Michigan	Ohio	
Indiana	Minnesota	Pennsylvania	
Iowa	Missouri	Rhode Island	

**Affected vehicles are identified in the VIN range chart below. NOTE: Not all vehicles within the range are affected. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function at [Subarunet.com](http://Subarunet.com).**

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<b>2002 – 2007MY Subaru Impreza Models</b>			
		VIN Ranges	
Model		From	To
2002MY	Sedan	2*500015	2*531625
	Wagon	2*800021	2*837226
2003MY	Sedan	3*500001	3*513811
	Wagon	3*800001	3*814065
2004MY	Sedan	4*500001	4*525189
	Wagon	4*800001	4*818981
2005MY	Sedan	5*500001	5*526332
	Wagon	5*800001	5*818981
2006MY	Sedan	6*500009	6*526779
	Wagon	6*800007	6*822263
2007MY	Sedan	7*500002	7*526052
	Wagon	7*800001	7*819619

<b>2003 – 2008MY Subaru Forester Models</b>		
	VIN Ranges	
	From	To
2003MY	3*700001	3*772626
2004MY	4*700002	4*768073
2005MY	5*700001	5*755629
2006MY	6*700001	6*760060
2007MY	7*700001	7*748362
2008MY	8*700002	8*733308

*\*Various Characters may occupy this position.*

**Dealer Affected VIN lists:** Dealers will be sent an affected VIN list for all model years around the time owner notification letters begin mailing.

Affected VIN lists are created and “dealerized” as follows:

- Original vehicle owners are assigned to the original selling dealer when their current address is within a 100 mile radius of that dealer.
- If the original selling dealer code was found to be inactive, the VIN has been assigned to the nearest active dealer.
- For any new owners or when original owners live more than 100 miles from the original selling dealer, the VIN has been assigned to the nearest active dealer.

**Important: Dealer affected VIN lists include owner name and address information for vehicles affected by this recall. This information will enable dealers to follow-up with owners of potentially affected vehicles. The lists contain owners’ names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, dealers are urged to limit the use of these lists for the purpose of completion of this safety recall.**

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## OWNER NOTIFICATION

Notification letters will be sent to owners of vehicles who either currently reside in, or the vehicle has ever been registered in, at least one of the “salt-belt” states.

### WVX34 Owner Notification Mailing Schedule

VEHICLE OWNERS LOCATED IN SALT-BELT STATES		VEHICLE OWNERS LOCATED IN NON SALT-BELT STATES
2002-2003MY	On 11/21/11	All model years On or Around 11/28/11
2004-2006MY	On 12/5/11	
2007-2008MY	On or About 12/19/11	

A copy of the Owner Notification Letter is included at the end of this bulletin.

## OWNERS LOCATED OUTSIDE THE AFFECTED “SALT-BELT” STATES

Notification letters will only be mailed to owners of vehicles that currently reside in, or the vehicle has ever been registered in, at least one of the “salt-belt” states.

After release of this recall, vehicles previously registered in a non-“salt-belt” state may relocate into a “salt-belt” area. In some cases, the vehicle may be registered in a “non-salt belt” state, and driven in a “salt-belt” area. These vehicles may not show coverage when checked using the Vehicle Coverage Inquiry in Subarunet. SOA requests that dealers located in “salt-belt” states check all vehicles within the affected VIN range for recall coverage. If it is determined that an owner of a vehicle, within the affected VIN range, relocates or uses his or her vehicle in a “salt-belt” area, dealers are requested to contact the Subaru Claims Helpline at 1-866- 782-2782 and request the VIN be added to the WVX-34 recall affected list. The dealer should then perform this procedure on the vehicle at no cost to the customer.

## DEALER PROGRAM RESPONSIBILITY

Dealers are to promptly service all vehicles subject to this recall at no charge to the vehicle owner regardless of mileage, age of the vehicle, or ownership.

For affected vehicles sold after the date on the dealer’s computer list, dealers are to contact those owners and provide them with a copy of the owner notification letter. They should also arrange to make the required correction according to the instructions in the service procedure section of this bulletin.

### Vehicles in Dealer Inventory

Dealers are also to promptly perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo). Additionally, whenever a vehicle subject to this recall is taken into dealer new or used inventory, or is in the dealership for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

New or used vehicles listed in a recall/campaign that are in dealer stock must be:

- Immediately identified.

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- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Inspected and/or repaired in accordance with instructions outlined in the Product Campaign Bulletin.

**Any Authorized Subaru Dealer failing to perform the applicable service procedures defined in this bulletin to correct all affected vehicles in their inventory (new, used, demo) prior to the vehicle being placed in service may be subject to civil penalties of up to \$6,000 per violation (i.e., for each vehicle), as provided in 49 USC §30165(a) of the Safety Act, and will also be in breach of the Subaru Dealer Agreement.**

## **PARTS INFORMATION**

### **Special Tools**

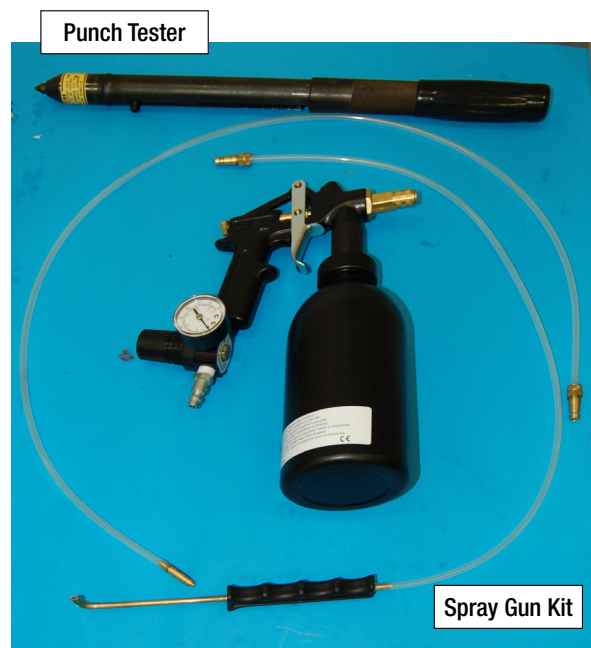
Equipment will be sent to dealers as indicated in the following schedule:

<b>DEALERS LOCATED IN SALT-BELT STATES</b>	<b>DEALERS LOCATED IN NON SALT-BELT STATES</b>
On or about November 7, 2011	On or about November 21, 2011

### **Punch Tester:**

Each dealer that has been identified as having vehicles affected by this recall in their area will automatically be shipped, at no cost, one Punch Tester.

<b>DESCRIPTION</b>	<b>PART NUMBER</b>
WVX34 Punch Tester	SOA635099



### **Rust Proofing Spray Equipment:**

Each dealer that has been identified as having vehicles affected by this recall in their area will

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automatically be shipped, at no cost, one rust-proofing spray gun set that contains a spray gun with air pressure regulator along with two pots and necessary lines, nozzles and wands.

The following is a list of replacement parts available for the WVX34 spray gun:

DESCRIPTION	PART NUMBER
WVX34 Spray Gun Kit - complete	SOA876009
<b>Replacement Parts</b>	
WVX34 Repl Flex 360 degree Wand	SOA876010
WVX34 Repl 90 degree Handle Wand	SOA876011
WVX34 Repl Pot and Cap	SOA876012
WVX34 Repl Air Pressure Reg	SOA876013

#### **Rust-proofing Materials:**

**NOTE:** The rust-proofing material is packaged in **boxes of 2-one quart containers (1 container of Nox-Rust® X-210 and 1 container of Nox-Rust® R-576-108)**. Each **box contains enough material to treat 5 vehicles**.

Prior to the release of this recall, only dealers located in affected “salt-belt” states will automatically be shipped two cases of rust-proofing material. This provides enough material to treat 60 vehicles. It will be necessary for dealers located outside of affected “salt-belt” states to order rust-proofing material as needed.

Additional quantities of the rust-proofing material are available through the “Genuine Subaru Automotive Chemical” program. In order to maintain an adequate part supply, SOA requests that Dealers only order quantities necessary to satisfy anticipated demand.

**Note:** SOA will notify owners who either purchased or at one time resided in a “salt-belt” state. Some of these owners may no longer live in a “salt-belt” area. In these cases, it will be necessary for dealers located outside the “salt-belt” area to order materials to rust-proof these affected vehicles.

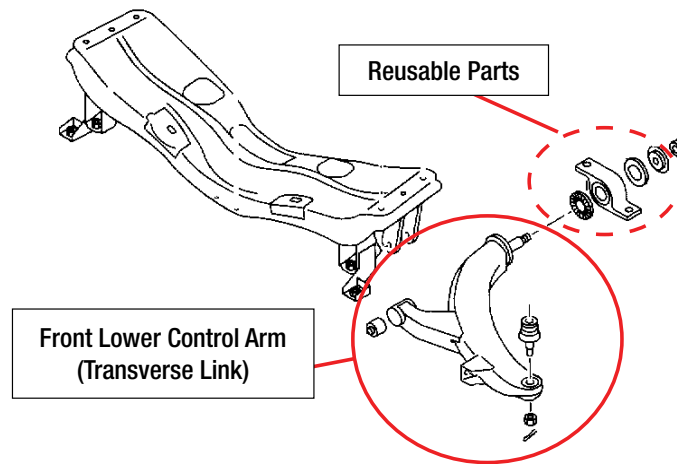
MODEL	DESCRIPTION	PART NUMBER
All	Rust-proofing material Case Quantity (6) Nox-Rust® X-210 (6) Nox-Rust® R-576-108	SOA868V9355

For claim reimbursement purposes, dealers should use the following part number, which represents rust proofing materials sufficient for one vehicle application:

MODEL	DESCRIPTION	PART NUMBER	QTY
All	Rust-proofing Material (non-orderable part number for claim purposes only)	SOA635098	1

*Continued...*

## Replacement Front Lower Control Arms:



The following kits contain both left and right lower control arms along with replacement lock nuts.

### **Impreza Wagon**

Part Kit – 20090FE000. The following parts are included in the kit. Do not order parts separately.

MODEL	DESCRIPTION	PART NUMBER
Impreza Wagon	Front Lower Control Arm Kit	20090FE000
The kit contains the following components:		
QUANTITY	DESCRIPTION	PART NUMBER
1	Arm Sub-Assy (RH)	20219FE000
1	Arm Sub-Assy (LH)	20219FE010
2	Self Lock Nut	023508000
2	Self Lock Nut	902350006
2	Self Lock Nut	20207AA000

### **Impreza Sedan & Forester**

Part Kit - 20090SA000 (The following parts are included in the kit. Do not order parts separately.)

MODEL	DESCRIPTION	PART NUMBER
Impreza Sedan & Forester	Front Lower Control Arm Kit	20090SA000
The kit contains the following components:		
QUANTITY	DESCRIPTION	PART NUMBER
1	Arm Sub-Assy (RH)	20219SA000
1	Arm Sub-Assy (LH)	20219SA010
2	Self Lock Nut	023510000
2	Self Lock Nut	902350006
2	Self Lock Nut	20207AA000

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## REPAIR INSTRUCTIONS

This repair procedure will involve inspecting and testing the current condition of the front lower control arms:

- 1) Visual inspection of the hanger bracket portion of both front lower control arms for rust perforation.
- 2) “Punch test” the upper and lower portions of the hanger bracket area of both front lower control arms.

After visually inspecting and “punch testing” both control arms, the following applies:

- Pass: if both control arms pass both checks, as a preventative measure it will be necessary to apply anti-rust materials to the areas of concern.
- Fail: if either control arm fails either check, both will require replacement.

### Necessary Tools and Supplies

INSPECTION	RUST PROOFING
Safety Glasses	Respirator
Punch Tester	Protective Gloves
Paper Clips	Safety Glasses
Rags	Measuring cup
Vehicle Lift	Rags
Air Impact Gun and Torque Stick	Cotton Swabs
Small thin flexible ruler (mm)	Oil Pan or Container
Tire marker pen or white touch-up paint (to mark control arms)	Flexible Magnet
	Spray Gun with Attachments
	Nox-Rust® R-576-108 Corrosion Preventive Wax
	Nox-Rust® X-210 Corrosion Preventive Oil
	Vehicle Lift
	Compressor, hose and air nozzle
	Marker pen (to mark spray gun stop screw)

**This repair procedure may involve applying anti-rust material to a portion of the front lower control arms.**

### Exposure Controls for use of Nox-Rust® X-210 and Nox-Rust® R-576-108

The Material Safety Data Sheets (MSDS) for these products is included in each product carton and available in the electronic version of this bulletin posted on STIS.

**Respiratory Protection:** NIOSH-approved respirator for organic vapor and mist to control exposure where ventilation is inadequate. Example: 3M™ Dual Cartridge Respirator Assembly, Organic Vapor/P95: 07191, 07192, 07193 or 3M™ Dual Cartridge Respirator Packout, Organic Vapor/P95: 07178, 07179.

**Ventilation:** General and local exhaust.

### Personal Protective Equipment:

**Caution:** Avoid prolonged skin contact.

**Protective Gloves:** Impervious gloves (Viton, PVOH, etc.)

**Eye Protection:** Safety glasses with sideshields or chemical goggle.

**Other Protective Clothing or Equipment:** If splashing is anticipated, wear rubber apron and boots or other protective equipment to minimize contact.

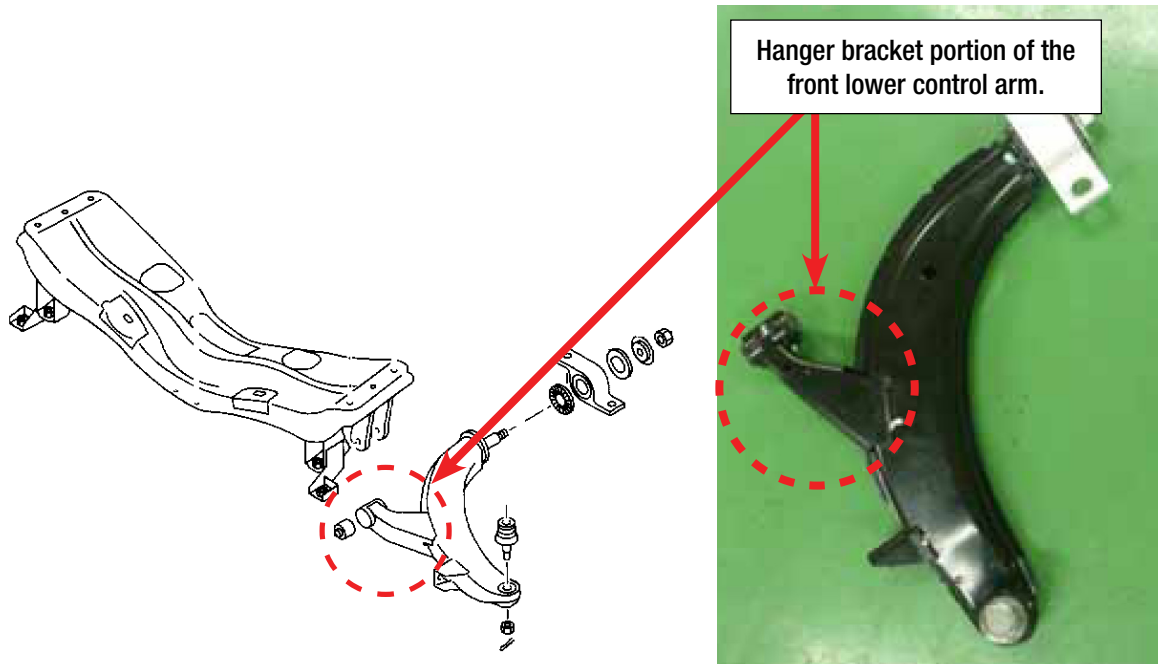
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## Inspection Procedure

### **Front Lower Control Arm (Transverse Link)**

The inspection will require checking for rust perforation of the right and left hanger bracket portion of the front lower control arms.



Appearance check and punch test is required on both sides. If either side fails the appearance check or punch test, both control arms will need to be replaced.

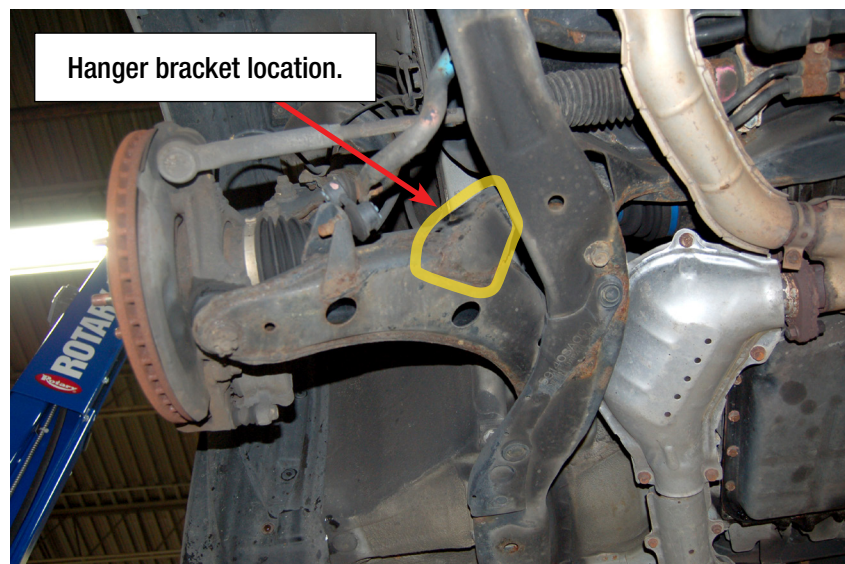
**Caution:** Wear proper eye protection

Raise vehicle on lift. **Note:** Keep steering wheel unlocked

Remove the left and right front wheels.

#### **1) Visual Inspection**

Beginning on the right side of vehicle, visually inspect the hanger bracket portion of the control arm (top, sides and bottom) for any signs of **rust perforation**.



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## Front Lower Control Arm, Right Side

Inspect the left side.

If there are signs of **rust perforation**, proceed with replacing both control arms.

If there are no signs of rust perforation, proceed with the punch test.

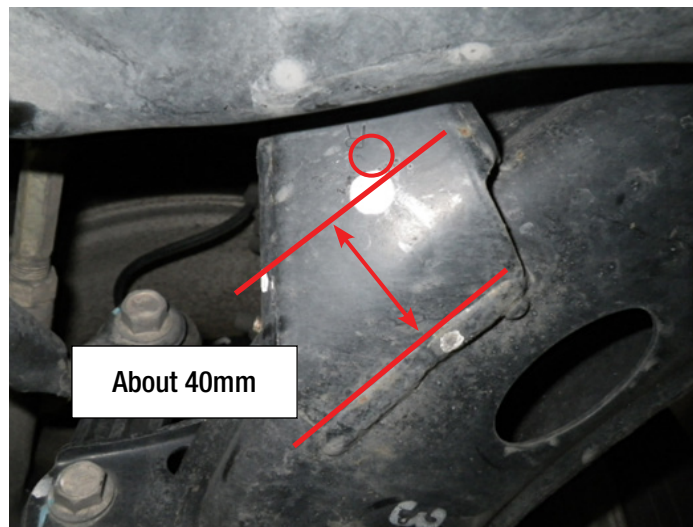
### **2) Punch Test**

Starting on the right side, use a rag and remove any dirt, mud, surface rust or under coat from the top and bottom surfaces of the hanger bracket for measuring the location for punch testing.



Right side, bottom

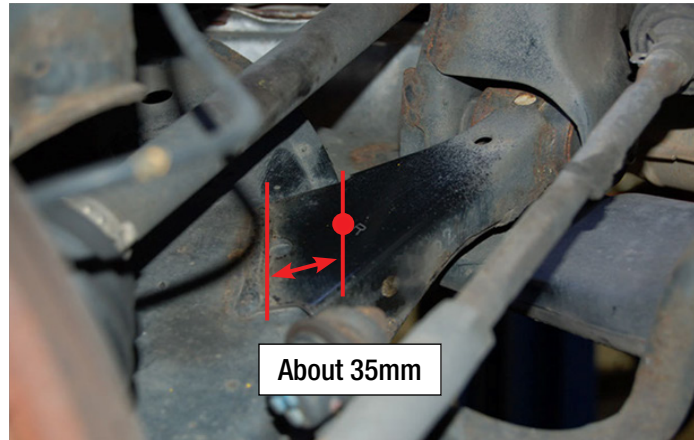
Measure the bottom surface approximately 40mm from the weld to the center of the hanger bracket and make a mark.



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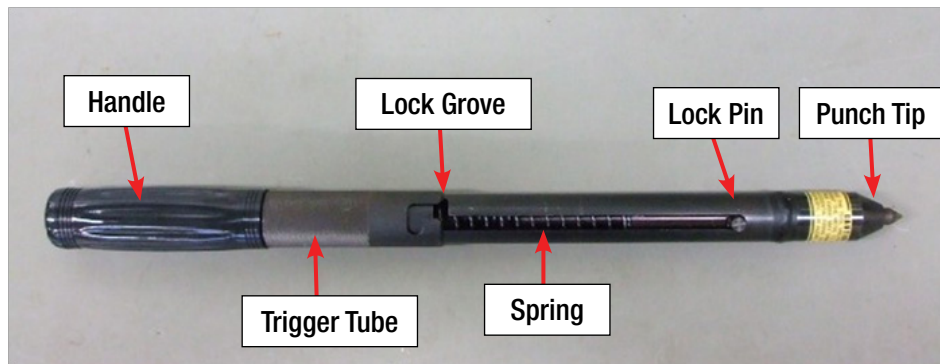
Next, measure the top surface.

Measure approximately 35mm from the weld to the center of the hanger bracket and make a mark.



Right side, top

### Prepare the Punch Tester



Punch Tester

**Caution:** Do not leave the lock pin in the lock groove when not in use. It is not only dangerous but it will cause degradation of spring force and punching function.

**Note:** This tool should be used for punch test purpose only. Do not use it for other purposes.

Slide the trigger tube toward the punch tip and set the lock pin to the trigger tube.



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Draw the trigger tube downward and set the lock pin to the lock groove.



### **Lower Punch Test**

Firmly, set the tip of the punch tester vertically at the previously marked point. While pushing up, hold the handle and twist the trigger tube clockwise to trigger punch test.



Lower punch test

*Continued...*

### Upper Punch Test

Firmly set the tip of the punch vertically at the previously marked point. While pushing down, hold the handle and twist the trigger tube clockwise to trigger punch test.



Upper punch test

Using a paper clip, insert it into the indentation made by the punch tester. Work the paper clip back and forth in an attempt to penetrate the metal. If the paper clip cannot be inserted, perform the procedure on the upper surface.



If the paper clip can be pushed through the metal, the arm is failed.

**If the right side is failed, replace both control arms.**

If no rust perforation, perform punch test on left side.

**If the left side is failed, replace both control arms.**

If both sides pass the visual and punch test, proceed with rust proofing.

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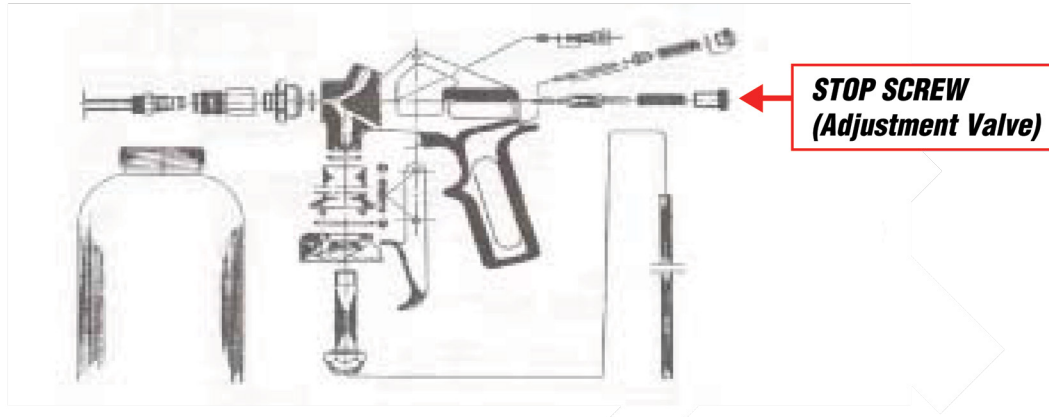


## **Rust Proofing Procedure**

**Caution:** Be sure to wear protective goggles and mask.

### **SPRAY EQUIPMENT OPERATING INSTRUCTIONS**

The pressure pot is equipped with a valve to adjust the ratio of product to air. This valve will have to be adjusted in order to achieve to optimal spray pattern for each material. The valve is described as the Stop Screw in the diagram below.



Before filling the gun with **Nox-Rust®** material, turn the stop screw clockwise until all the way closed. Use a marker pen or paint and make a mark at the 12:00 position. This line will be used to determine the number of turns needed for optimal spray of the waxes.

#### **Settings For Nox-Rust® R-576-108 Corrosion Preventive Wax**

When using the 360° flexible wand or 90° hook wand, turn the stop screw counterclockwise 1 turn from closed, and adjust the air pressure to 60 psi.

#### **Settings For Nox-Rust® X-210 Corrosion Preventive Penetrant**

When using the 360° flexible wand, turn the stop screw counterclockwise 1 turn from closed, and adjust the air supply pressure to 60 psi.

#### **Gun Disassembly And Cleanout**

- 1) Turn the stop screw clockwise until all the way closed. Blow the cavity wax spray tube clear with air.
- 2) Disconnect the gun from the air supply.
- 3) Remove the wax spray tube using the quick disconnect.
- 4) Relieve the pressure from the gun by slowly turning the pot counterclockwise until all of the air escapes. Do not use the gun trigger to relieve pressure from the pot. This will cause the wax to flow into the air line supply of the gun.
- 5) If the gun is to be stored for more than 4 weeks, clean the gun with mineral spirits.

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Insert a paper clip into the hanger bracket water drain hole and remove any rust particles and/or mud if clogged.



Insert a flexible magnet through the upper hole of the hanger bracket to remove any rust particles.



Perform the same procedure on the opposite side.

Wrap rags around stabilizer link, exhaust pipe, front control bushings, ball joint, steering gear box boot and axle shaft boots. Do the same on the opposite side.



*Continued...*

Position a suitable container under the control arm to catch any oil and wax during the application.



### **Spray Gun Preparation**

#### **Spray gun nozzle adjustment:**

Close the spray gun stop screw to the fully closed position. Use a marker pen or paint and make a mark at the 12:00 position. Turn the stop screw counter clockwise one full turn.



Install the quick disconnect 360° flexible wand.

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**Amount of chemicals that will be used per vehicle**

Nox-Rust® X210 (anti-rust oil) 80cc per side, 160cc per vehicle

Nox-Rust® **R-576-108** (anti-rust wax) 46cc per side, 92cc per vehicle

Add 160cc of Nox-Rust X210 (Oil) to the spray gun pot.

Attach air line to spray gun and adjust air pressure regulator to 60 PSI.



Test spray gun for proper operation. A rag and container should be used.

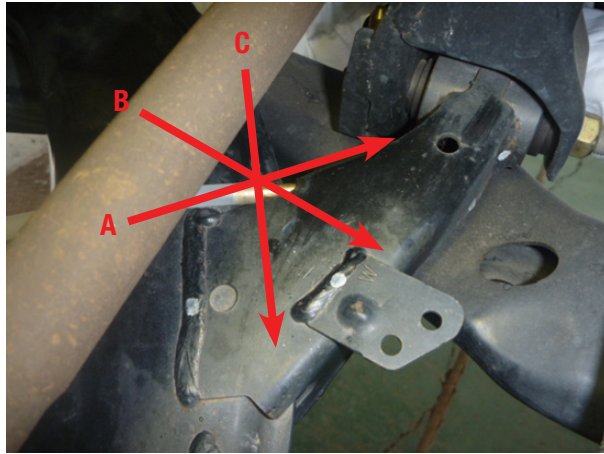


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## **Nox-Rust® X210 (anti-rust oil) Application**

The inside of the hanger bracket will be sprayed in 3 directions. For the first step, oil will be used with the 360° flexible wand.

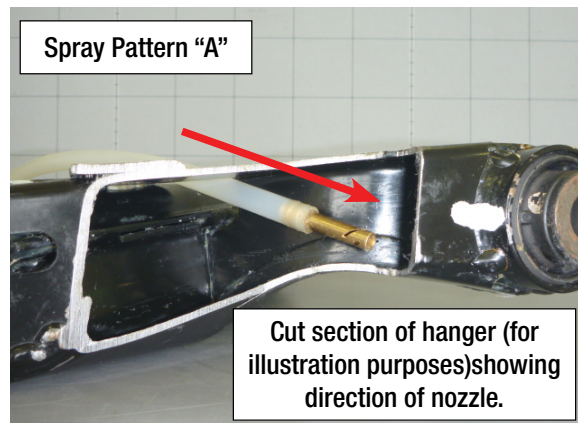
### **Spray Pattern Overview**



### **Spray Pattern “A”**

- A) Insert the spray nozzle through the upper hole of the hanger bracket (insertion length: 75mm) until it contacts the front surface of the hanger bracket wall.

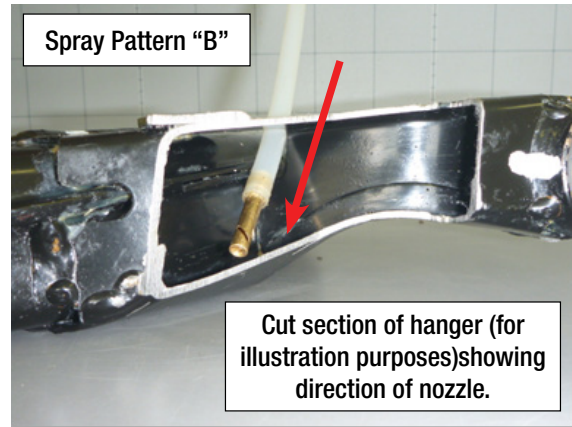
Pull the trigger of spray gun while holding the wand in position to confirm that oil leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for at least 4 seconds.



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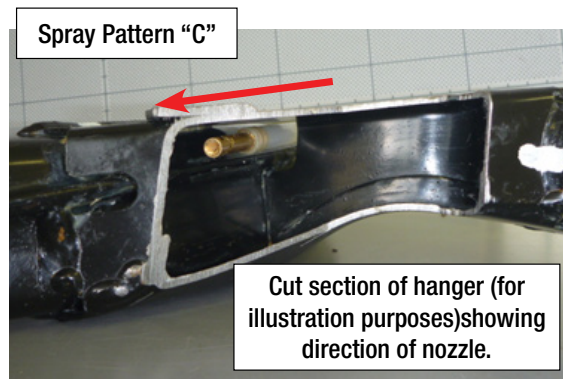
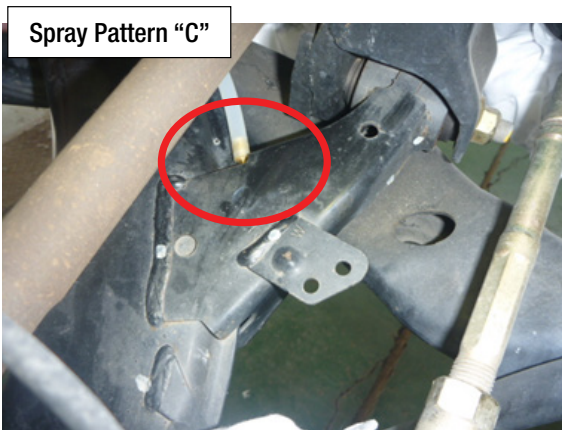
## Spray Pattern "B"

- B) Insert the spray nozzle with its tip facing down through the upper hole of hanger bracket (insertion length: 65mm) until it contacts the bottom surface of hanger bracket wall. Pull the trigger of spray gun while holding the wand in position to confirm that oil leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for at least 2 seconds.



## Spray Pattern "C"

- C) Insert the spray nozzle with its tip facing up through the upper hole of hanger bracket (insertion length: 72mm) until it contacts the top surface of hanger bracket wall. Pull the trigger of spray gun while holding the wand in position to confirm that oil leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for at least 2 seconds. Perform same procedure on opposite side of vehicle.



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## Nox-Rust® R-576-108 (anti-rust wax) application inside of hanger bracket

The inside of the hanger bracket will be sprayed in 3 directions. For this step, wax will be sprayed using the 360° wand.

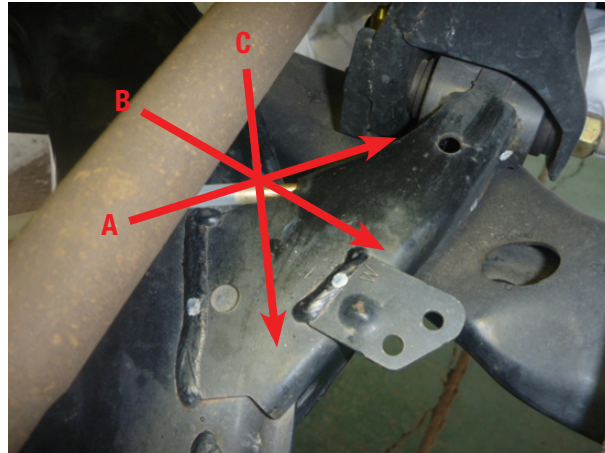
Note: To release pressure from spray gun, slowly turn pot counterclockwise.

Remove pot from spray gun and cap pot.

Using the other pot supplied, add 92cc of Nox-Rust R-576-108 to the spray gun pot.

Adjust air pressure regulator to 60 PSI.

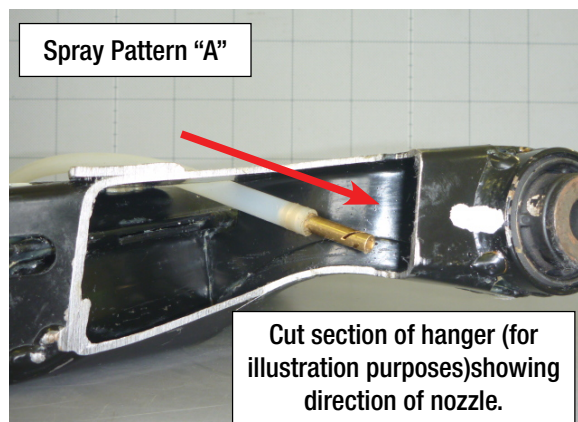
### Spray Pattern Overview



### Spray Pattern “A”

- A) Insert the spray nozzle through the upper hole of the hanger bracket (insertion length: 75mm) until it contacts the front surface of hanger bracket wall.

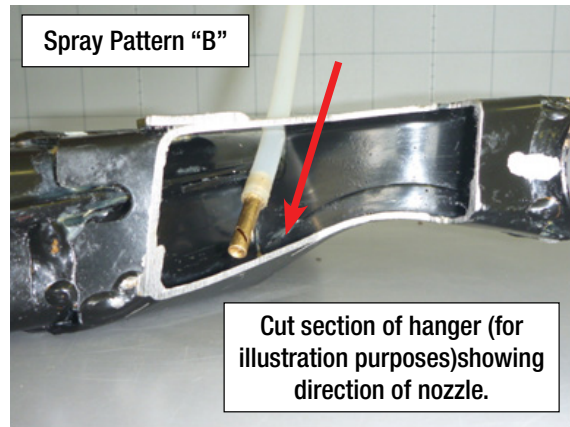
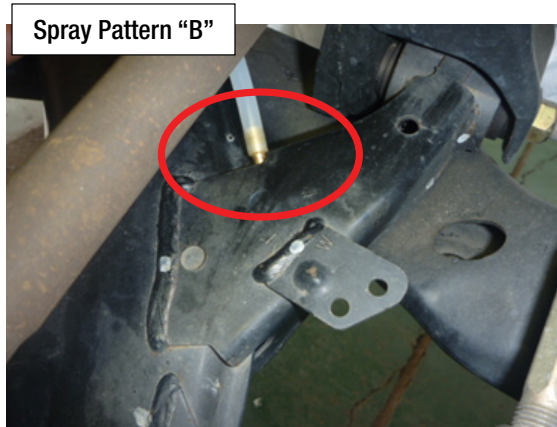
Pull the trigger of spray gun while holding the wand in position to confirm that wax leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for at least 2 seconds.



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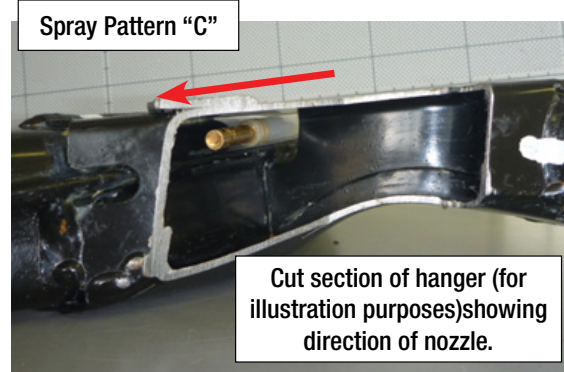
### Spray Pattern "B"

- B) Insert the spray nozzle with its tip facing down through the upper hole of hanger bracket (insertion length: 65mm) until it contacts the bottom surface of hanger bracket wall. Pull the trigger of spray gun while holding the wand in position to confirm that wax leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for 1 second.



### Spray Pattern "C"

- C) Insert the spray nozzle with its tip facing up through the upper hole of hanger bracket (insertion length: 72mm) until it contacts the top surface of hanger bracket wall. Pull the trigger of spray gun while holding the wand in position for 2 seconds; confirm that wax leaks out of an opening in the hanger bracket. Pull out wand with a constant gradual speed while spraying for at least 1 second. Perform same procedure on opposite side of vehicle.



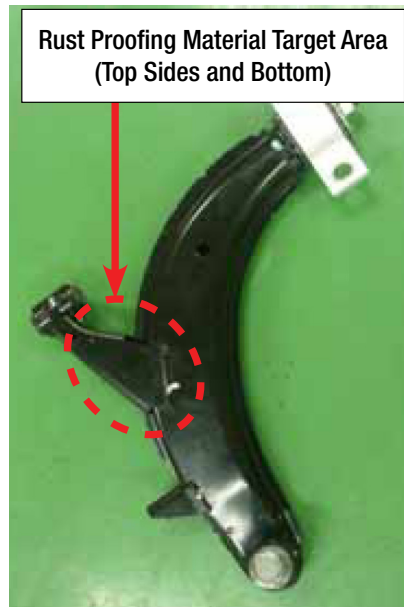
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**Nox-Rust® R-576-108 (anti-rust wax) application outer surface of hanger bracket**

Remove the 360° flexible wand and install the 90° hook wand.

Adjust air pressure regulator to 60 PSI.

Spray anti-rust wax to the surface of the hanger bracket only, top, sides and bottom.



**IMPORTANT:** Remove rust-proofing wax from drain hole of hanger bracket using a cotton swab. Perform continuously until it can be confirmed that the hole is not clogged.



Perform the procedure on the opposite side.

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## **Replacement of Front Lower Control Arms**

Refer to page 6 for parts information.

Replace per applicable Subaru Service Manual instructions.

**IMPORTANT NOTE:** Reuse the original rear bushing which is not contained in the parts kit.

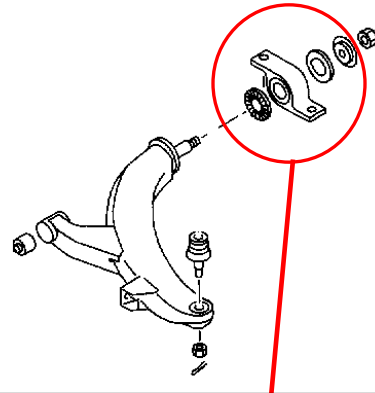
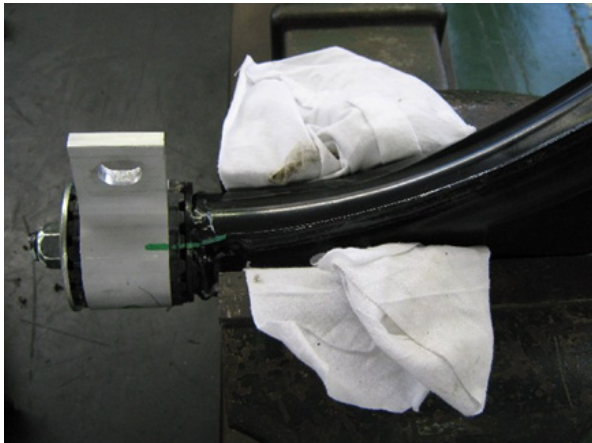
Use 3 new self lock nuts below, which are contained in the parts kit. (They are not reusable.)

- for rear bushing installation
- for attaching the front arm and cross member
- for attaching the stabilizer link and front arm

### **NOTES:**

- Refer to “Front Transverse Link” of Subaru Service Manual for removal and reinstallation of rear bushing.
- Install rear bushing and front arm in the same angle as the original state before replacement.

Put a mark on rear bushing, at which it is aligned with front arm flange. When rear bushing is reinstalled to a new front arm, align the rear bushing mark with the front arm flange.



Be careful of installing order and direction.

*Continued...*



## RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Recall Identification Label. The completed label should be attached to the vehicle's upper radiator support.

<b>SUBARU</b>
Campaign Code
<b>WVX-34</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

Additional labels are available through the Subaru Claims Helpline at 1-866-782-2782.

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on [Subarunet.com](http://Subarunet.com).

Listed below is claim entry information:

CLAIM TYPE	CAMPAIGN CODE	LABOR	LABOR OPERATION
RC	WVX-34	A161-140 0.7 hrs.	Front Lower Control Arms Inspect, Punch Test & Rust Proof – Both Sides
		A161-143 2.5 hrs.	Front Lower Control Arms Inspect, Punch Test & Replace – Both Sides Includes Alignment

Refer to pages 5 & 6 for part information.

*Continued...*

## OWNER NOTIFICATION LETTER

Important Safety Recall Notice  
Subaru Recall Campaign WVX-34  
NHTSA Recall No. 11V-464  
November 2011

### 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 some 2002 - 2007 model year Subaru Impreza and 2003 - 2008 model year Subaru Forester vehicles whose owners either currently reside in, or the vehicle has ever been registered in, at least one of the following states:

Connecticut	Maine	New Hampshire	Vermont
Delaware	Maryland	New Jersey	West Virginia
District of Columbia	Massachusetts	New York	Wisconsin
Illinois	Michigan	Ohio	
Indiana	Minnesota	Pennsylvania	
Iowa	Missouri	Rhode Island	

### DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that your vehicle may have been manufactured with front lower control arms (transverse links) that could corrode in the hanger bracket area if exposed to salt for a prolonged period of time. If the vehicle is operated for an extensive period in a “salt-belt” area (see list of states above that use salt extensively on the roads in the winter), continued exposure to salt could cause the lower control arm hanger brackets to rust and eventually break.

### DESCRIPTION OF THE SAFETY HAZARD

The lower control arms are part of your vehicle’s front suspension. If one or both were to break due to rusting, control of the vehicle could be affected without prior warning, possibly resulting in a crash. If you encounter this situation, avoid sudden braking and steer straight ahead as you gradually slow down. Then move to an area off of the roadway where you can safely stop.

### INSPECTION / REPAIR

Subaru will inspect and test the current condition of your vehicle’s front lower control arms. If both are found to be acceptable, anti-rust materials will be applied to the areas of concern as a preventative measure. If either control arm is found to be unacceptable, both will be replaced. These repairs will be performed at no cost to you.

*Continued...*

## **WHAT YOU SHOULD DO**

You should immediately contact your Subaru Dealer for an appointment to have the front lower control arms inspected and repaired as indicated in the “Inspection/Repair” section of this letter.

## **HOW LONG WILL THE REPAIR TAKE?**

The time to inspect the front lower control arms and apply anti-rust material is approximately 42 minutes. However, if it is determined that the lower control arms require replacement, the total estimated repair time is 2 hours and 36 minutes.

Additionally, after the anti-rust material is applied, the vehicle should not be driven for at least one hour to allow time for the material to dry. Therefore, it may be necessary to leave your vehicle the full day of your scheduled appointment to allow your dealer flexibility in scheduling. Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

## **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 dealer in your area would charge for replacement of the front lower control arms.

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 vehicle identification number (17 digits), and your name, with correct mailing address and telephone number to the address listed below.

Subaru of America, Inc.  
Customer Dealer Services Department  
Attention: WVX -34 Recall  
P.O. Box 6000  
Cherry Hill, NJ 08034-6000

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.

## **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.

## **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”.

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wvx34.service-campaign.com>

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. ET and Friday between 10:30 a.m. and 5:00 p.m. ET.
- 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.

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 dealer 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.

#### 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.)

A subsidiary of Fuji Heavy Industries Ltd.

*Continued...*