

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 WQQ-52
NHTSA Recall No. 14V-830
January 2015**

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 2009-2013 Subaru Forester models, some 2008-2011 model year Subaru Impreza, WRX, and STI vehicles, and in some 2012-2014 model year Subaru Impreza WRX and STI vehicles currently or formerly registered in at least one of the following states and the District of Columbia.

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	

IMPORTANT

In July, 2014 you were notified of a recall related to your vehicle’s brake lines (NHTSA Recall Number 14V-311).

Our records indicate that you already had that recall repair performed. However, due to incomplete repair instructions provided to our retailers (dealers), your vehicle may not have been treated with the proper amount of anti-corrosion material.

Additional anti-corrosion material needs to be applied to ensure your vehicle is treated as intended.

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.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that your vehicle may have been manufactured with brake lines that could, over time, corrode if exposed to salt, such as salt used to treat roads in the winter time.

Depending on driving conditions, salt water could splash on the brake lines through a gap in the fuel tank protector, resulting in excessive corrosion of the lines. Excessive corrosion could eventually cause perforation of a brake line(s) resulting in a brake fluid leak.

DESCRIPTION OF THE SAFETY HAZARD

Your vehicle has a dual circuit braking system. Each circuit works independently and diagonally across the vehicle. If one circuit of the brake system fails, the other half of the system still works. Should a brake line corrode to the point of developing a perforation, brake fluid will leak from the line(s) causing the related circuit to eventually lose effectiveness. In this situation, there would be an increase in the amount of brake pedal travel distance and foot pressure required to slow or stop the vehicle. This might cause the driver to misjudge the amount of brake pedal travel required to achieve the desired stopping distance, increasing the risk of a crash.

REPAIR

Subaru will inspect and test the current condition of the four-way connector area of your vehicle’s brake lines. If it is found to be acceptable, anti-corrosion material will be applied to that area as a preventative measure. If it is found to be unacceptable, the brake lines will be replaced and anti-corrosion material will be applied to the new lines. These repairs will be performed at no cost to you.

WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) immediately for an appointment to have this repair performed.

There are several important precautions you should take until this repair has been performed:

- If you experience the condition described above while braking, continue to apply steady pressure on the brake pedal until the vehicle comes to a stop. Immediately contact your Subaru retailer for assistance.
- If you notice fluid leaking from the vehicle, do not operate the vehicle. Immediately contact your Subaru retailer for assistance.

- If the brake system warning light remains illuminated on the instrument panel with the parking brake fully released, do not operate the vehicle. Immediately contact your Subaru retailer for assistance.
- Always maintain a safe distance from other vehicles while driving. The normally recommended minimum distance is one car length of space for every 10 mph of speed.
- As a precautionary measure, it is highly recommended that you use extra care while operating the vehicle in confined areas such as parking lots and while parking your vehicle in a garage, car port or other structure.

HOW LONG WILL THE REPAIR TAKE?

The time to inspect the brake lines and apply anti-corrosion material is approximately 12 minutes. If it is determined that the brake lines require replacement, the total estimated repair time is 6 hours. 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. Please present this letter to your Subaru retailer 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 retailer in your area would charge for the same repair.

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

Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WQQ-52 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 retailer you can access our website at www.subaru.com and select “Find a Retailer.”

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

- <http://www.wqq52.service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com 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: Write us at 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.)