

Important Information regarding your vehicle - please open and read immediately



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## **IMPORTANT SAFETY RECALL**

This notice applies to the VIN below

Subaru Recall WTV-81  
Electronic Parking Brake May Fail  
NHTSA ID 18V-626  
Regarding VIN:

**July 2019**

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 2010-2014 model year Legacy and Outback vehicles equipped with a manual transmission (M/T). These vehicles are also equipped with an electronic parking brake, which is operated by pushing or pulling the parking brake switch. You previously received a letter informing you of this recall, stating that the remedy parts were not yet available.

***This letter is to inform you that parts are now available.***

### **REASON FOR THIS RECALL**

Due to improper manufacturing processes, a capacitor on the circuit board and/or the actuator stroke sensor magnetic ring located in the control unit of the electronic parking brake (EPB) may crack over time. If either component develops a crack, the brake system warning lamp will flash, and the EPB may not apply as intended.

If the manual transmission (M/T) shift lever is not in the recommended gear when the vehicle is parked and the EPB does not engage, the vehicle may roll away, increasing the risk of a crash.

### WHAT SUBARU WILL DO

Subaru will replace the electronic parking brake (EPB) actuator in your vehicle at no cost to you.

### WHAT YOU SHOULD DO

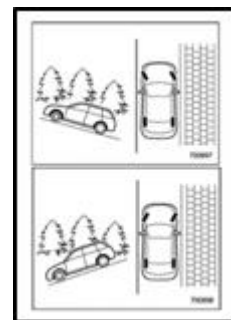
You should contact your Subaru retailer (dealer) for an appointment to have the electronic parking brake (EPB) actuator replaced in your vehicle, free of charge. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

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### PRECAUTIONS TO TAKE UNTIL THE REPAIR CAN BE PERFORMED

Until this repair can be performed, please do the following when parking your vehicle:

- Whenever possible, park your vehicle in a flat location.
- When parking uphill, the front wheels should be turned away from the curb as shown. Also, be sure to shift the M/T shifter into first gear when parking uphill.
- When parking downhill, the front wheels should be turned into the curb as shown. Also, be sure to shift the M/T shift lever into reverse gear when parking your vehicle downhill.
- Apply the electronic parking brake (EPB) by depressing the brake pedal and pressing the parking brake switch firmly



To release the EPB, pull the parking brake switch toward you while the ignition switch is in the “ON” position with both the brake pedal and clutch pedal depressed.

Under normal operating conditions, the brake system warning light illuminates with the parking brake applied while the ignition switch is in the "ON" position. The light turns off when the parking brake is released.



However, the brake system warning light flashes when the EPB system is malfunctioning. If the brake system warning light flashes, park your vehicle in a safe location as soon as possible, taking the above precautions, and contact your Subaru retailer.

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

The time to perform this repair is less than 90 minutes. However, your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time.

#### **CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

#### **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: WTV-81 Recall**

**P.O. Box 9103, Camden, NJ 08101-9877**

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.

#### **IF YOU NEED FURTHER ASSISTANCE**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select '[Find a Retailer.](#)'

For additional information, please go to: <http://www.wtv81.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By email: Go to [www.subaru.com](http://www.subaru.com) and select "[Customer Support](#)"
- By telephone: **1-844-373-6614**  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at  
**Subaru of America, Inc.**  
**Attn: Customer-Retailer Services Department**  
**P.O. Box 9103, Camden, NJ 08101-9877**

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

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 (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle 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.

Sincerely,

Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*

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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.)*

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at <https://www.subaru.com/customer-support.html>, or call (800) 782-2783.