

IMPORTANT SAFETY RECALL
This notice applies to the VIN below



SUBARU

Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Subaru Recall WTY-84
NHTSA ID 18V-772
December 2018

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 2013 model year BRZ and XV Crosstrek and 2012-2014 model year Impreza vehicles. You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

The valve springs located inside the engine of your vehicle may fracture, which may cause an abnormal noise or engine malfunction. This may result in the engine stalling during driving and you may be unable to restart your vehicle. An engine stall while driving could increase the risk of a crash.

What You Should Do

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

Important Precautions

If the condition occurs, abnormal noise or vibration may occur prior to a potential engine stall. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing symptoms related to this condition. Please pull over as safely and as quickly as possible and contact your Subaru retailer.

If your vehicle is experiencing the condition described, you may make alternative arrangements for having your vehicle towed to your retailer. 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 replace the engine valve springs with new ones having improved durability strength. The repair will be performed FREE of charge.

HOW LONG WILL THE REPAIR TAKE?

The time to replace the valve springs in your vehicle is approximately 7 hours for Impreza or XV Crosstrek or 12 hours for BRZ. Because of the time required to complete the repair, it may be necessary to leave your vehicle for a longer period of time. Ask your retailer about providing you with a loaner or rental vehicle at no cost until your vehicle has been repaired.

CALIFORNIA REGISTERED OWNERS

The California Air Resources Board requires that emission related campaigns be completed prior to California's vehicle registration renewal process; without this repair, you will not be able to register your vehicle during your next annual registration. Upon completion of this campaign, your California dealer will complete and provide you a "Proof of Correction Certificate." If required, present the certificate to the California Department of Motor Vehicles (the "DMV") when renewing your California registration as proof of campaign completion. If the DMV does not request the certificate, we recommend that you keep it for your records.

In addition, the State of California requires that every vehicle must pass an emission test (SMOG Check) every two years and before it is sold. ***Without the repair we are providing at no charge, your vehicle may not pass this test.***

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 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: WTY-84 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 and select 'Find a Retailer.'

For additional information, please go to: <http://www.wty84.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: 1-844-373-6614
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

Notice to Lessors

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.)