



**SUBARU**

Subaru of America, Inc.

One Subaru Drive  
Camden, NJ 08103  
844-373-6614  
www.subaru.com

**URGENT**  
**IMPORTANT SAFETY RECALL**  
This notice applies to the VIN below

**SAFETY RECALL NOTICE**  
This is an important Safety Recall.  
The remedy will be performed at no charge to you.  
Recall: **XXX-19**

January 2019

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 2010-2014 model year Legacy, Outback, Tribeca, and WRX (including STI) vehicles, 2010-2013 model year Forester vehicles, and 2010-2011 model year Impreza vehicles equipped with a non-desiccated Takata-sourced passenger side frontal air bag containing the propellant Phase Stabilized Ammonium Nitrate.

You received this notice because our records indicate that you own one of these vehicles.

#### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The affected vehicles are equipped with a Takata-sourced passenger side frontal air bag that may be susceptible to moisture intrusion. Over time, this could cause the inflator within the air bag to explode when the passenger's frontal air bag deploys in a crash. **If the air bag inflator explodes, sharp metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.**

#### WHAT SUBARU WILL DO

Subaru will replace the front passenger air bag inflator in your vehicle with a new one, at no charge to you.

#### WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have this repair performed for free. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

***Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

If you are not the only driver of this vehicle, please advise all other drivers and passengers of this important information.

#### HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?

The time to replace the front passenger air bag inflator is approximately three hours for Legacy and Outback vehicles, and less than two hours for Impreza, WRX (Including STI), Tribeca, and Forester vehicles. 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.

#### OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

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](http://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](http://www.subaru.com) and select 'Find a Retailer.'

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

<http://www.subaru.com/vehicle-recalls/airbags.html>, or call 1-844-373-6614.

Para información visite nuestro sitio web específico de Takata en español <http://www.subaru.com/es/vehicle-recalls/airbags.html>, o llame al 1-844-373-6614.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://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: Subaru of America, Inc.  
Attn: Customer-Retailer Services Department  
One Subaru Drive, Camden, NJ 08103

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, 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.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*