

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: April 30, 2019

UPDATE Subaru Safety Recall: WUF-91 Replacement Ignition Switch Recall

Owner Notification

Owners will be notified by first class mail on May 10, 2019. Owners with a valid email address on file will also be notified by email. Subaru retailers with affected vehicles will receive an affected VIN list from their Zone Office prior to owner notification.

Service, Parts, and Claim Instructions

Detailed service, parts, and claim information is available in the WUF-91 Product Campaign Bulletin on STIS. A copy of the owner notification is included at the end of the bulletin.

Subaru of America, Inc. (Subaru) is recalling certain vehicles in the ranges listed below to inspect and potentially replace the ignition switch. A total of 511 U.S. vehicles will be affected by this recall.

Affected Vehicles

Model Years	Carline	Vehicle count
2009-2013	Forester	266
2008-2011	Impreza	58
2008-2014	WRX	22
2005-2014	Legacy	47
2005-2014	Outback	108
2006-2008	Tribeca	10

Coverage for this recall must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is currently available.

Description of the Defect and Safety Risk

In some of the potentially affected vehicles, a previously-installed replacement ignition switch may contain a ball spring susceptible to long-term wear and possible fatigue breakage.

If the ball spring inside the ignition switch breaks, the retention force of the ignition switch would be reduced. If this occurs and heavier items are attached to the ignition key while the vehicle is driven over rough surfaces, the weight may exceed the retention force of the broken ball spring and pull the ignition switch from the "ON" position to the "ACC" position.

If the ignition switch is pulled from the “ON” position to the “ACC” position the engine would stop running while the vehicle is in motion, increasing the risk of a crash. If a crash occurs under this condition, the airbag system may not react as designed, increasing the risk of injury.

Description of the Remedy

Subaru dealers will inspect the lot number of the ignition switch and if it is within the affected range, replace it with a remedied one.

Retailer Responsibility

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to repair.
- Repaired in accordance with the repair procedures outlined in the Product Campaign Bulletin.

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP). Additionally, whenever a vehicle subject to this recall is taken into retailer inventory necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Each Subaru retailer will receive an affected VIN list from their Zone Office prior to owner notification. Affected vehicles will be assigned to retailers as follows:

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

IMPORTANT: *Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this recall.*