

**URGENT**  
**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 Safety Recall WUF-91**  
**NHTSA Recall ID 19V-297**  
**May 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 certain 2009-2013 model year Forester vehicles, 2008-2011 model year Impreza vehicles, 2008-2014 model year WRX vehicles, 2005-2014 model year Legacy vehicles, 2005-2014 model year Outback vehicles, and 2006-2008 model year Tribeca vehicles.

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

**REASON FOR THIS SAFETY RECALL**

On certain vehicles included in this safety recall, the ignition switch was previously replaced with one that may contain a defective ball spring susceptible to long-term wear and possible fatigue breakage. If that ball spring breaks, the retention force of the ignition switch would be reduced. If this occurs, the weight on the key ring and certain road conditions could cause the ignition switch to move out of the "ON" position to the accessory "ACC" position.

If the ignition switch is pulled from the "ON" position to the "ACC" position while the vehicle is in motion, the engine may stop running unexpectedly, increasing the risk of a crash. If a crash occurs under this condition, the airbags may not deploy, increasing the risk of injury.

**WHAT SUBARU WILL DO**

Subaru will inspect and, if necessary, replace the ignition switch in your vehicle with a remedied one at no cost to you.

**WHAT YOU SHOULD DO**

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have the ignition switch in your vehicle inspected and, if necessary, replaced for free.

***Until this recall repair has been performed, please remove all items from your key ring, leaving only the vehicle key.***

To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to inspect and, if necessary, replace the ignition switch in your vehicle is approximately 36 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.

**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 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: WUF-91 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.'

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: 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*