

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 Safety Recall WUI-94
Propeller Shaft May Separate
NHTSA Recall ID 19V-519
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 2019 model year Ascent vehicles.

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

REASON FOR THIS SAFETY RECALL

The mounting surfaces for the propeller shaft center support brace bolts may have been painted in error during the supplier's manufacturing process. If these mounting surfaces are painted, the bolts may become loose. If both of the center support bolts completely come out due to continuous vibration, the front end of the propeller shaft could separate, increasing the risk of a crash.

WHAT SUBARU WILL DO

Subaru will replace the propeller shaft assembly in your vehicle at no cost to you.

WHAT YOU SHOULD DO

You should contact any authorized Subaru retailer (dealer) for an appointment to have this safety recall repair performed, at no cost to you.

PRECAUTIONS TO TAKE UNTIL THIS REPAIR IS PERFORMED

If the condition occurs, abnormal noise or vibration may occur before the propeller shaft separates. If you hear an abnormal noise or feel a vibration, your vehicle may be experiencing this condition. Please pull over as safely as possible and contact your Subaru retailer for assistance.

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

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HOW LONG WILL THE REPAIR TAKE?

The time required to replace the propeller shaft is approximately 30 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, select '**Customer Support**,' then select 'Address Update' or 'Ownership Update' from the "Quick Links" menu.

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**.'

If you need additional assistance, please contact us directly:

- By email: Go to 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.