

**URGENT**  
**IMPORTANT SAFETY RECALL**  
Please contact your authorized Subaru retailer  
now to schedule this **FREE** repair!

This notice applies to the VIN below



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

**Subaru Safety Recall WUQ-02**  
**NHTSA Recall ID 19V-743**  
**June 2020**

**Dear Subaru Owner:**

In December of 2019, SUBARU OF AMERICA, INC. notified owners that a defect, which relates to motor vehicle safety, exists in certain 2017-2019 model year Impreza and 2018-2019 model year Crosstrek vehicles.

You received this notice because our records indicate that you currently own one of these vehicles and that the required repairs for this important safety recall have not been completed.

**REASON FOR THIS SAFETY RECALL**

Under certain circumstances, the ignition coil may remain energized longer than designed after the engine is OFF. If the ignition coil remains energized for too long, the internal temperature of the ignition coil may increase which could cause a short circuit and a blown fuse.

**SAFETY RISK**

If a short circuit in the ignition coil occurs while the vehicle is in motion, the vehicle may experience a sudden loss of power while driving without the ability to immediately restart the engine, increasing the risk of a crash.

**WHAT SUBARU WILL DO**

Subaru will reprogram the electronic control module (ECM) and inspect the ignition coil at no cost. If ignition coil damage is found, the damaged ignition coil will be replaced with a new part at no cost to you. Additionally, in the unlikely event the ignition coil damage has caused damage to the catalytic converter, this part will also be replaced 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.

**HOW LONG WILL THE REPAIR TAKE?**

The time required for the ECM reprogramming and ignition coil inspection is approximately 30 minutes. However, if during inspection it is determined that there is evidence of ignition coil or catalytic converter damage, the time required to complete these repairs may take longer. 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.

For your convenience, your retailer may provide you with a loaner or rental vehicle, at no cost to you, until the repair is complete.

**IS IT SAFE TO HAVE THIS SERVICE COMPLETED DURING THIS TIME?**

Subaru retailers are undertaking enhanced measures to help ensure the health and well-being of customers and employees.

- Retailer facilities are routinely and thoroughly sanitized.

- Many stores are providing contact-free service and alternative transportation options, including vehicle pick-up and drop-off options, additional vehicle loaners and mobile repair. Please ask your retailer for options.

**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, please go to: <http://www.wuq02.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://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 Advocacy Department  
P.O. Box 9103, Camden, NJ 08101-9877

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.

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.)*

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