

URGENT
IMPORTANT SAFETY RECALL

This notice applies to the VIN below



Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103
844-373-6614

SAFETY RECALL NOTICE
This is an important Safety Recall.
The remedy will be performed at no charge to you.
Recall: WUX-09 NHTSA ID: 19V-910

February 2020

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 2016 and 2017 model year Outback vehicles.

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

REASON FOR THIS SAFETY RECALL

An incorrect airbag control module may have been installed when the front passenger airbag module assembly was replaced in your vehicle. The incorrect combination of these two parts may adversely affect the airbag deployment characteristics in the event of a crash necessitating passenger airbag deployment.

SAFETY RISK

In the event of a crash, the passenger frontal airbag may not deploy correctly, increasing the risk of injury to an occupant in the front passenger seat.

WHAT SUBARU WILL DO

Subaru will inspect the airbag control module installed in your vehicle, and if necessary, replace the airbag module assembly with the correctly paired one, at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have this safety recall repair performed for free.

Until this repair is performed, do not allow passengers to occupy the front 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 REPAIR TAKE?

The time required for the airbag control module inspection is approximately 20 minutes. However, if it is determined that the incorrect airbag control module was installed, the time required to complete the repair will be approximately 3½ hours. Your retailer can provide you with an estimate of the overall time needed for this service visit, as it may be necessary to make your vehicle available for a longer period of time. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

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 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: WUX-09 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 and select 'Find a Retailer.'

If you need additional assistance, please contact us directly:

- By e-mail: 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: 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, 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.