

**URGENT  
IMPORTANT SAFETY RECALL**

This notice applies to the VIN below



Subaru of America, Inc.

One Subaru Drive  
Camden, NJ 08103  
844-373-6614  
www.subaru.com

**SAFETY RECALL NOTICE**

This is an important Safety Recall.  
The remedy will be performed at no charge to you.  
Recall: TKB-20 NHTSA ID: 20V-002

January 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 2003-2014 model year Legacy and Outback vehicles, 2003-2006 model year Baja vehicles, 2009-2013 model year Forester vehicles, 2004-2011 model year Impreza vehicles, and 2004-2014 WRX (including STI) vehicles equipped with a non-desiccated Takata-sourced passenger-side frontal air bag containing the propellant Phase Stabilized Ammonium Nitrate.

Our records indicate that the vehicles included in this safety recall may have had an interim (“like-for-like”) repair performed under a previous air bag recall, to reduce the risk of injury before final remedy parts were available. You received this notice because our records indicate that you own one of these vehicles.

**DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD**

Despite the previous recall repair for a “like-for-like” air bag inflator replacement, vehicles containing a Takata-sourced passenger-side frontal air bag inflator remain susceptible to propellant degradation occurring after long-term exposure to high absolute humidity, temperature and temperature cycling. Over time, this could cause the inflator within the air bag to explode when the passenger’s frontal air bag deploys in a crash.

***If the air bag inflator explodes, sharp metal fragments could strike vehicle occupants, potentially resulting in serious injury or death.***

**WHAT SUBARU WILL DO**

Subaru will inspect your vehicle to confirm the type of replacement front passenger air bag inflator that was installed in your vehicle under the previous recall. The inspection will be performed at no charge to you. If it is confirmed that your vehicle contains a “like-for-like” air bag inflator, Subaru will replace it with a final remedy non-Takata sourced inflator at no charge to you.

**WHAT YOU SHOULD DO**

You should immediately contact any authorized Subaru retailer (dealer) for an appointment to have this repair performed for free. To minimize your inconvenience while the repair is being performed, please ask your retailer for alternative transportation options.

**HOW LONG WILL THE AIR BAG INFLATOR REPLACEMENT TAKE?**

The time to replace the front passenger air bag inflator ranges from less than one hour to approximately three hours, depending on the model. 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.

## **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 Quick Links menu.

## **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 and the most Frequently Asked Questions, please go to:  
<http://www.subaru.com/vehicle-recalls/airbags.html>, or call 1-844-373-6614.

Para información visite nuestro sitio web específico de Takata en español <http://www.subaru.com/es/vehicle-recalls/airbags.html>, o llame al 1-844-373-6614.

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: 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.

*A subsidiary of SUBARU CORPORATION*