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URGENT - IMPORTANT SAFETY RECALL

This notice applies to the VIN below

VIN: XXXXXXXXXXXXXXXXXXXX

**Subaru Safety Recall WRI-21
NHTSA Recall ID 21V-675
September 2021**

Dear XXXXX,

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 2021 model year Impreza vehicles.

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

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle may be equipped with a left front lower control arm with an improper weld near a connection joint between the lower control arm and the crossmember. An improper weld in this location may lead to a partial separation of the lower control arm from the crossmember. If this partial separation occurs, the tire could contact the wheel well structure.

If the lower control arm partially separates from the crossmember while driving, the tire could contact the wheel well structure, resulting in a loss of vehicle control and in increased risk of a crash.

Your vehicle is not safe to drive if this potential defect is present.

WHAT SUBARU WILL DO

Subaru will inspect the lot number on the left front lower control arm in your vehicle and replace it if necessary, at no cost to you.

What You Should Do

You should contact any authorized Subaru retailer (dealer) for an appointment to have your vehicle inspected, at no cost to you.

Please do not drive your car until it has been inspected and, if necessary, the recall repair has been performed by an authorized Subaru retailer.

For your convenience, your retailer may provide a mobile inspection of your vehicle, and provide you with a loaner or rental vehicle at no cost if your vehicle requires repair.

If you prefer to make alternative arrangements for having your vehicle towed to your retailer, you may contact the Subaru Roadside Assistance Program at 1-800-261-2155.

HOW LONG WILL THE REPAIR TAKE?

The time required to inspect the lot number on the left front lower control arm in your vehicle is less than 15 minutes. If the left front lower control arm needs to be replaced, the time required is approximately one hour and 45 minutes. 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 scheduling purposes.

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 have moved or sold your vehicle, please update this information online at www.subaru.com/customer-support and 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 Advocacy Department, Attention: WRI-21 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 visit [Find a Retailer](#) on Subaru website.

For additional information, please go to: <http://www.wri21.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [Customer Support](#) on Subaru website

- 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

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

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at subaru.com/customer-support.html, or call (800) 782-2783.

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