

SECOND NOTICE

Important Safety Recall Notice
Subaru Recall Campaign WVW-33
NHTSA Recall No. 11V-467
November 2012



Subaru of America, Inc.
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

IMPORTANT

- **Your 2011 Model Year Subaru is involved in a safety recall because your vehicle may have been manufactured with a moonroof glass panel that could separate from its frame and potentially become loose or detach without prior warning.**
- **Schedule an appointment with your Subaru Dealer.**
- **This service will be performed for you at no charge.**

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 some 2011 model year Subaru Legacy and Outback vehicles equipped with a moonroof.

DESCRIPTION OF THE SAFETY DEFECT

Subaru has determined that the glass panel on your vehicle's moonroof may not have had a sufficient amount of adhesive applied to its frame during production. As a result, the glass panel could separate from its frame and potentially become loose or detach without prior warning.

DESCRIPTION OF THE SAFETY HAZARD

If the moonroof glass were to detach from its frame while the vehicle is being driven, the glass could strike another vehicle or otherwise cause a road hazard.

REPAIRS

To correct this condition, Subaru will inspect the moonroof glass and frame to ensure the proper amount of adhesive is present. If the adhesive is sufficient, no further action is required. If not, additional adhesive will be added at the appropriate locations, or it may be necessary to replace the glass. This repair will be performed at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru Dealer for an appointment to have the moonroof glass and frame inspected and possibly repaired or replaced.

There are two important precautions you should take until this repair has been performed:

- Do not operate the moonroof. It should be left in the fully closed position.
- If you notice that the moonroof glass is loose, do not operate the vehicle. Immediately contact your Subaru dealer for assistance.

HOW LONG WILL THE REPAIR TAKE?

The actual time to inspect the moonroof is approximately 12 minutes. If it is necessary to add adhesive, it will take an additional 24 minutes or if it is necessary to replace the glass, it will take an additional 18 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your dealer flexibility in scheduling.

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Please note that if it is necessary to add adhesive, the moonroof should not be operated for 24 hours following the repair.

Please present this letter to your Subaru Dealer at the time this repair procedure is performed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru Dealer you can access our website at www.subaru.com and select "Find a Dealer".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.www33.service-campaign.com>

If you need additional assistance, please contact us directly:

- Telephone: 1-800-SUBARU3 (1-800-782-2783)
Monday through Thursday between 8:30 a.m. and 8:00 p.m. ET.
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 p.m. ET
- E-mail: Go to www.subaru.com and select "Contact Us".
- U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: CDS Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000.

Please contact us immediately if the dealer 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 dealer 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 to have this repair performed.

Sincerely,
Subaru of America, Inc

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.)

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