

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

**PRODUCT CAMPAIGN BULLETIN**

**APPLICABILITY:** 2004-2005 Subaru Impreza, WRX, STI

**SUBJECT:** Takata Front Passenger Air Bag Inflator Replacement

**NUMBER:** WQR-53R

**DATE:** June 2, 2015

**REVISED:** August 24, 2015

**NHTSA ID:** 15V-323

**THIS IS A NATIONAL EXPANSION OF RECALL NUMBER WQP-51 (14V-763) FOR IMPREZA (including WRX and STI) MODELS ONLY**

Subaru of America, Inc. (Subaru) is expanding regional recall number WQP-51 (14V-763) on certain **2004-2005 model year Impreza (including WRX/STI) vehicles** to a national recall.

The subject vehicles are equipped with front air bag SPI-type inflators which are described in a Defect Information Report (NHTSA Recall number 15E-041) submitted by Takata on May 18, 2015. Upon deployment of the passenger side frontal air bag, the inflator may rupture due to exposure to persistent conditions of high absolute humidity and/or due to manufacturing variability.

In the event of a crash necessitating deployment of the passenger side frontal air bag, a susceptible inflator could rupture with metal fragments striking and potentially seriously injuring the vehicle occupants.

Although the percentage of affected vehicles is unknown, this recall will involve replacing the front passenger air bag inflator on all of the potentially affected vehicles.

**AFFECTED VEHICLES**

This condition may exist on certain 2004-2005 model year Impreza, WRX, and STI vehicles listed below.

MODEL YEAR	MODEL	STARTING PRODUCTION DATE	ENDING PRODUCTION DATE
2004	Impreza, WRX, STI	January 2003	February 2004
2005	Impreza, WRX, STI	February 2004	May 2005

Vehicle coverage for this recall must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com).

All Subaru Impreza, WRX, and STI vehicles affected by the WQP-51 regional recall that were not yet repaired will be included in the WQR-53 national recall. Any open WQP-51 coverage for Impreza (including WRX and STI) vehicles has been expired, and added as WQR-53 coverage.

**OWNER NOTIFICATION**

Notification letters will be sent to owners of all potentially affected vehicles. Owner notification will occur within 60 days. A copy of the June 17, 2015 letter mailed to owners identified based on registration data in areas of high absolute humidity (FL, HI, PR, GU, VI, AL, GA, MS, TX, LA) has been added to this bulletin. **A copy of the July 24, 2015 letter to all other owners has also been added to this bulletin.**

*Continued...*

## RETAILER AFFECTED VIN LISTS

Each Subaru retailer will receive an affected VIN list from their Zone Office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100 mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

**Important: Retailer affected VIN lists include owner name and address information for vehicles affected by this recall. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the purpose of completion of this safety recall.**

## SUBARU RETAILER PROGRAM RESPONSIBILITY

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this recall is taken into inventory or in for service, necessary steps should be taken to ensure the recall correction has been made before selling or releasing the vehicle.

Any vehicles listed in a recall/campaign that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Repaired in accordance with the repair procedures outlined in this Product Campaign Bulletin.

**Please be advised that it is a violation of Federal law for a retailer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. In addition, any Authorized Subaru Retailer failing to perform the applicable service procedures to correct all affected vehicles in their inventory prior to the vehicle being placed in service will be in breach of the Subaru Dealer Agreement.**

## PARTS INFORMATION

The part required for this recall is listed below:

PART NUMBER	APPLICABILITY	DESCRIPTION	ORDER QUANTITY
98279FE000	Impreza, WRX, and STI	Air Bag Inflator Module Kit	1

These parts are available through normal parts ordering channels. In order to maintain an adequate part supply, SOA requests that retailers only order quantities necessary to satisfy anticipated demand.

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## PART RETURN PROCEDURES

Please read the 'Inflator Returns' instructions included as 'Appendix A' of this bulletin carefully, as the return procedure has changed.

- FedEx will no longer handle the return shipments.
- A company called Stericycle will arrange pick up of the inflators and return them to Takata.
- Once a month or upon accumulating 200 kits for return (whichever comes first) please call Stericycle at 1-877-650-3476 for pick up. Please see step 6 of the return instructions.
- Starting in September, 2015 the new inflator return instructions for pick up by Stericycle will be included with each new air bag inflator kit. .

- If you continue to receive inventory of inflators with the original FedEx documentation, please follow the instructions in step 4b. of the new 'Inflator Returns' instructions. **DO NOT CALL FEDEX.**

- Upon claim approval, Subaru of America, Inc. will generate a Part Return Notice requesting the old and new inflator serial number information only. **DO NOT WAIT FOR STERICYCLE TO PICK UP THE INFLATOR TO SEND THIS INFORMATION TO THE PARTS COLLECTION CENTER (PCC).**

**IMPORTANT:** Each removed air bag inflator must be returned directly to the supplier, Takata USA, in the same box in which the new one was received.

The shipping box contains a bar code label, which will be used by Takata USA to document the replacement of the old inflator with the new inflator. **Therefore, it is very important that the removed inflator be returned in the exact same box that contained the newly-installed inflator for that vehicle.** If the original box cannot be re-used, please refer to the shipping instructions under "Requesting a new box/ shipping labels."

- **IMPORTANT:** When affixing the shipping label to the shipping box do not obstruct the bar code label.
- A completed SOA Warranty Parts Tag (MSA5W402A) must be attached to the returned inflator. The tag must contain the following information: claim number, repair date, full 17-digit VIN, and mileage.

### SOA PART RETURN NOTICE

- Upon claim approval, Subaru of America, Inc. will generate a Part Return Notice requesting information only.
- To ensure proper claim credit, the old and new inflator serial numbers must be recorded on the Part Return Notice and sent to SOA Part Collection Center (PCC) as instructed on the return notice.
- The completed Part Return Notice should then be sent using the YRC web portal and utilizing the "Ship Small Parcel" link which will direct the user to the appropriate UPS web page application to complete the shipment. Please keep the UPS tracking number for your records.
- **DO NOT WAIT FOR STERICYCLE TO PICK UP THE PART TO SEND THIS INFORMATION TO THE PCC.**

**Under no circumstances should the air bag inflator be sent to Subaru of America, Inc.**

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## SERVICE PROCEDURE

This Campaign involves the replacement of the inflator portion of the passenger-side front airbag assembly. This procedure will outline removal of the passenger-side airbag assembly and replacement of the inflator component and related wiring harness.

**VERY IMPORTANT: Failure to follow these service procedures carefully and correctly may result in an accidental deployment of the inflator and potentially cause serious injury. Please read through and understand these procedures COMPLETELY before beginning repairs. In addition, proper operation of the airbag after reassembly may be compromised if these service procedures are not followed.**

### Tools Required

DESCRIPTION	BRAND OR TYPE	QUANTITY
Pliers	-	1
Wire Cutters	-	1
Needle-Nose Pliers	-	1
Torque Wrench	Inch-Pound	1
Safety Goggles	-	1
Flat-Blade Screwdriver	-	1
Scissors	-	1
Ratchet	1/4" Drive	1
8 mm and 10 mm Socket		1 ea.
Airbag Deployment Fixture	J-39401-B	1

**CAUTION:** Before starting this service procedure, perform a visual inspection of both front airbags looking for any damage or abnormality. Next, turn the ignition switch to the “ON” position and confirm the airbag warning lamp illuminates then extinguishes normally. If it does not or if **ANY** concern is noted with the airbag system, **STOP** and report these findings to the customer **BEFORE** proceeding further. Any concerns identified with the airbag system (when no airbag deployment has occurred), are not related to this campaign and must be addressed separately. Even if the system has a concern, this may not preclude completion of this campaign. If you are unsure about proceeding, document and fully diagnose the concern then contact the SOA Technical Helpline to review your findings. It is in the best interest of the retailer to fully document any concerns found during this preliminary inspection and review with the customer **BEFORE** proceeding with the campaign service procedure.

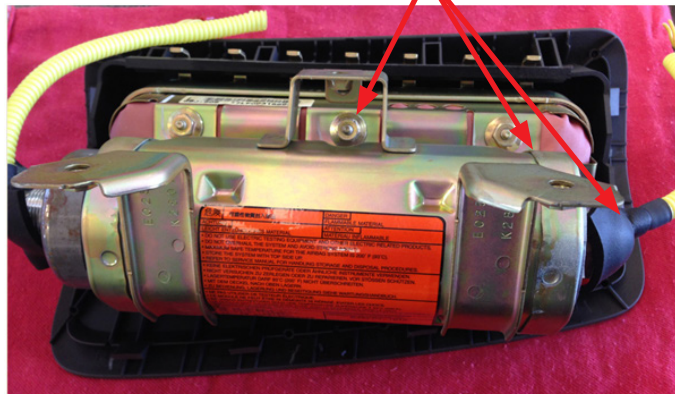
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- **Vehicles that do not contain Genuine Subaru air bags are not eligible for this recall repair.** For more information on identifying counterfeit air bags and how to address related customer situations, please refer to STIS for the “Counterfeit Air Bag Information” Dealer Advisory Bulletin dated October 25, 2012 by going to Subarunet>Service>STIS>Online Reference - choose Publication Type: ‘Other/Miscellaneous’ and search keywords: ‘Air Bag’).
- **Do not proceed with this repair if your inspection reveals a non-Genuine Subaru air bag module has been installed in the vehicle.** Follow the instructions described in the “Counterfeit Air Bag Information” Dealer Advisory Bulletin and contact the SOA Warranty Helpline to close out the recall coverage on the vehicle.
- **IMPORTANT:** Always examine airbag modules closely before and during removal. Confirm they match the photos of the Genuine Subaru airbag components supplied throughout this bulletin **BEFORE** proceeding. The photos below are just 2 examples of aftermarket or counterfeit airbag components identified by retailers since the release of this campaign bulletin. These photos are being provided as only 2 examples of what may be a wide variety of non-OEM components.
- If an aftermarket or counterfeit passenger airbag or inflator is identified at any point during the campaign service procedure, **STOP IMMEDIATELY. NEVER attempt to remove or otherwise disable any aftermarket or counterfeit device.**
- Document the presence of the aftermarket or counterfeit device on the repair order and with photos. Report this information immediately on a Quality Monitoring Report (QMR).
- Once the QMR has been submitted, contact the Subaru Claims Helpline to discuss the details. They will advise you on how to proceed with treatment of the open campaign.



The shape, holes, and copper-colored stud indicate this not a Genuine Subaru inflator.

No visible stopper plates, a 6-nut configuration and rubber harness boots are other examples to indicate this is not a Genuine Subaru airbag module.



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**\*SERVICE PROCEDURE FOR 2004-05MY IMPREZA, WRX and STI MODELS\***

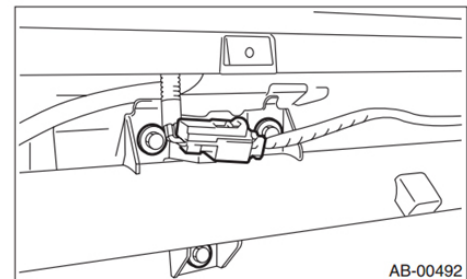
**CAUTION:** Refer to the “CAUTION” section in the General Description portion of Airbag System AB in the Body Section of the Service Manual before handling or servicing the airbag module!

**STEP 1- PREPARATION:**

- Turn the ignition “OFF”.
- Disconnect the Negative (ground) cable from the battery and wait **at least 20 seconds** before proceeding further.
- Remove the glove box assembly following the procedure in the applicable Service Manual.

**IMPORTANT:** Whenever beginning to remove (or install) the airbag assembly, and periodically while performing the procedure or after stepping away, remove any possible static charge from your body by momentarily touching a clean, bare metal ground point on the vehicle (e.g. the door striker). Remove from your person all electronic devices including cellphones before proceeding.

- Disconnect the airbag module harness connector from the support beam bracket.
- Remove the 3 retaining bolts and **CAREFULLY** remove the airbag module from the vehicle and place it on a clean cloth to protect the dash trim surface portion from damage.



**NOTE:** There may be a Security Module secured with the lower airbag module mounting bolt on some models.

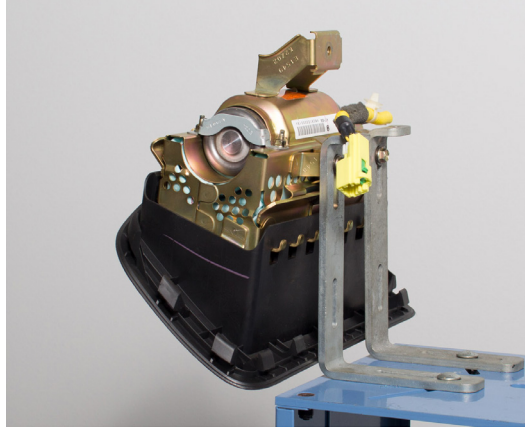
**IMPORTANT:** **DO NOT** destroy or damage the kit box as it **MUST** be used for the original inflator’s return shipping.

- Open the Kit Box and confirm all the necessary components are included:
  - 4 Self-Locking nuts
  - New Inflator (yellow tape applied to one end to identify it as the replacement part)
  - New Inflator Harness
  - Electro-Tap (red shorting crimp connector)
  - 1 ½” X 2 ¼” piece of self-adhesive Sponge Tape
  - Shipping Declaration document, FedEx document pouch and return shipping label



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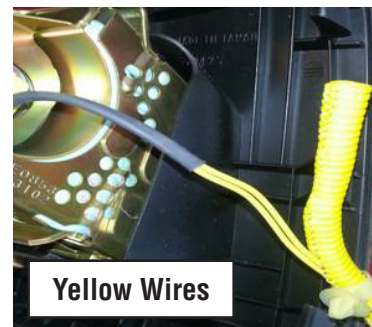
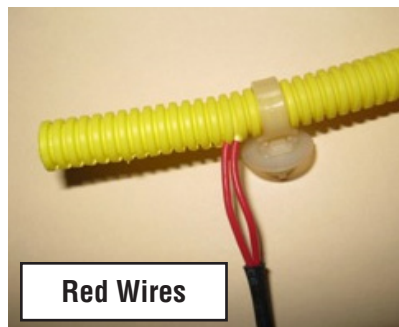
- **IMPORTANT:** The removed airbag module must be mounted to the Airbag Deployment Fixture (part number J-39401-B) as shown in the photo below to better secure it during the inflator and wiring harness component replacement procedures. Always perform this work in an area away from others to reduce chances of inadvertent injury should any deployment occur. Take your surroundings into account to avoid possible hazards should inadvertent deployment occur or sources of static or other electricity that could potentially induce such a deployment.



**STEP 2-** Peel the Sponge Tape and remove the harness clip from the retainer bracket by pushing the tangs inward with a flat-blade screwdriver as shown below. Always remove any Sponge Tape adhesive residue from the airbag mounting bracket using mild solvent on a clean shop cloth. **CAUTION:** Never use any silicone-based products for this purpose.

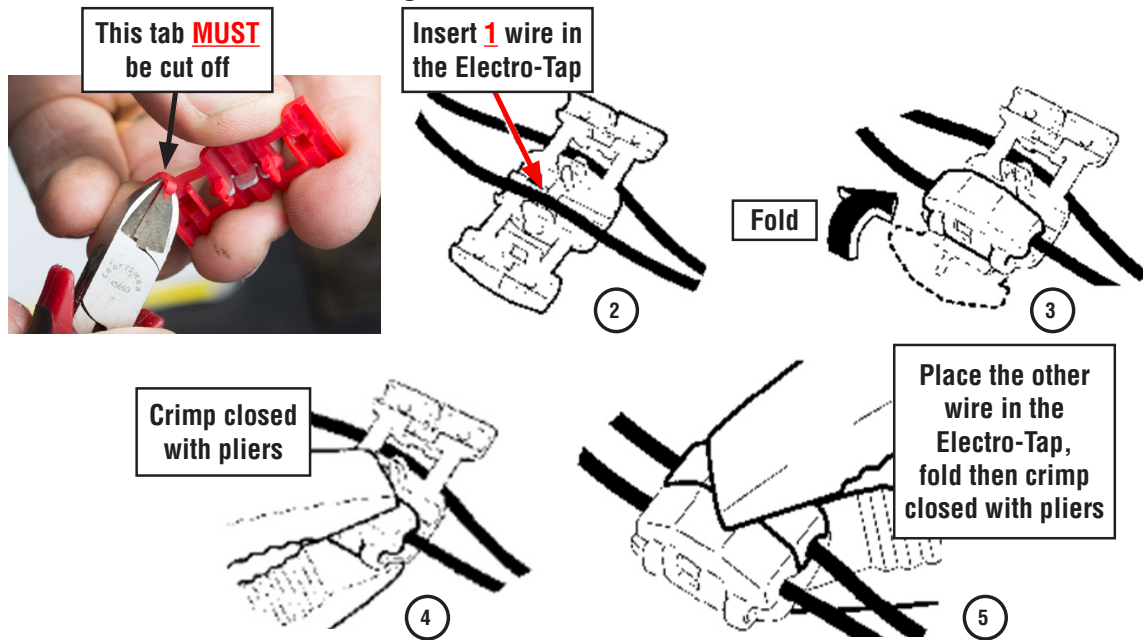


**STEP 3- CAREFULLY** cut the yellow harness cover enough (approximately 2 inches) to expose the 2 red or yellow wires inside and provide enough room to install the Electro-Tap (shorting) connector using a wire cutter or scissor (no knives or razors). **TAKE YOUR TIME AND BE CAREFUL TO NOT CUT THE 2 WIRES!**

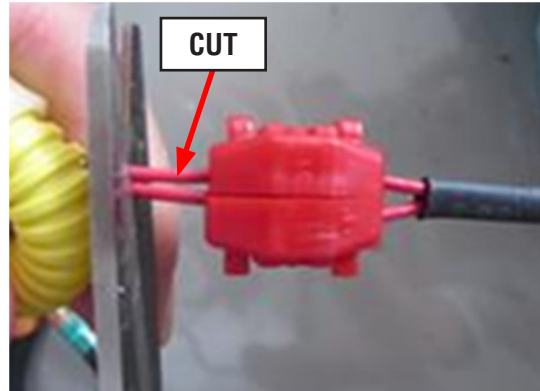


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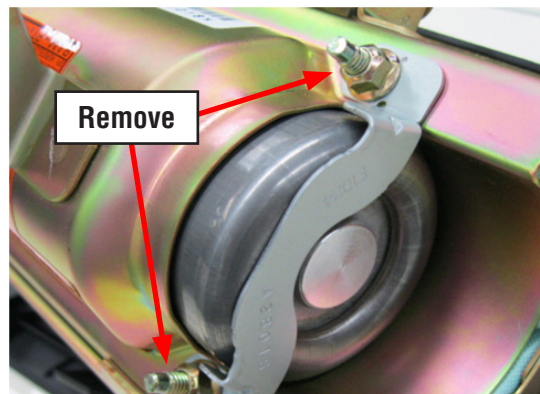
**STEP 4-** Short the 2 wires together by installing the Electro-Tap connector. The connector creates a short circuit which acts as a safeguard to prevent against static discharge that may deploy the removed inflator. The tab portion of the Electro-Tap connector **MUST** be cut off prior to use to insure a good short-circuit is made as shown in the illustration below. **Follow the sequence** below for installing the Electro-Tap connector. Use pliers to squeeze closed the two sections of the connector together, **one section at a time**.



**STEP 5-** Once the Electro-Tap connector is fully crimped in place, cut the 2 wires on the **body harness connector side** of the Electro-Tap connector.



**STEP 6-** Remove the two 8mm self-locking nuts securing the stopper plate. Loosen but **do not remove** the other two nuts on the mounting bracket as leaving them in place will help keep the airbag assembly together.



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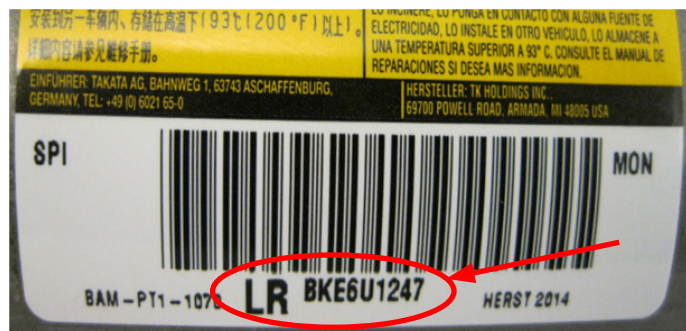
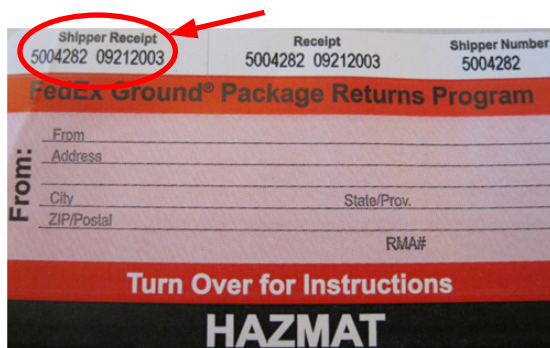
**STEP 7-** With the stopper plate removed and the other 2 self-locking nuts loosened, unseat the inflator off the mounting bracket end plate then rotate it slightly **CLOCKWISE** to make it easier to remove as shown in the photo to the right. Slide the inflator out of its mounting while feeding the cut off portion of the wiring harness through the “D-Shaped” hole in the end of the mounting bracket.

**NEVER ATTEMPT TO REMOVE THE HARNESS FROM THE INFLATOR!**

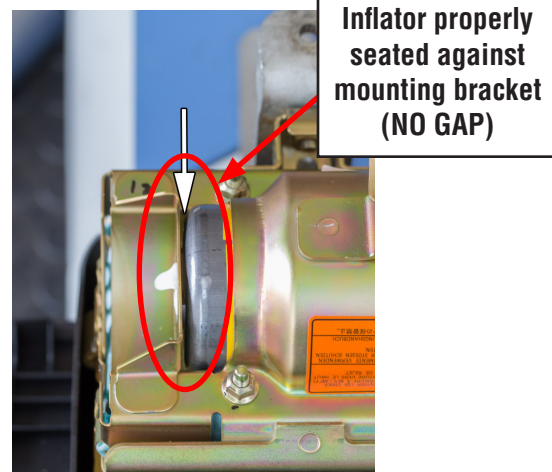
Place the removed original air bag inflator in the “cradle” of the Kit Box insert.



**STEP 8- VERY IMPORTANT:** Record the **FedEx Shipper Receipt Number** (located at the top of the return shipping label included with the new inflator) and the **11-digit alphanumeric serial number for both the new and the removed inflators** on the hard copy of the Repair Order. This information will be required for completion of the Part Return Notice which will be forwarded by the retailer to the PCC. The new serial number is also a requirement for claim entry.



**STEP 9-** Install the new inflator into the mounting bracket with the harness connector end going in first toward the mounting bracket. Make sure the “D-shaped” portion of the inflator harness connector boss aligns with the “D-shaped” portion of the hole in the end of the mounting bracket as shown below. When properly installed, the end of the inflator will be seated tight against the mounting bracket. Do not peel the white harness connection dust cover at this time.

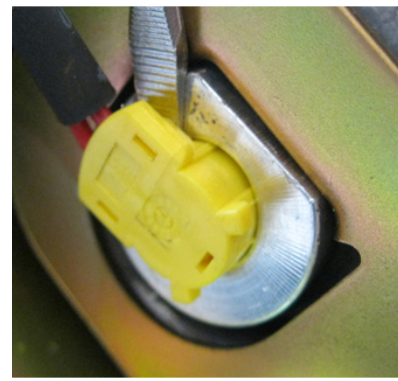
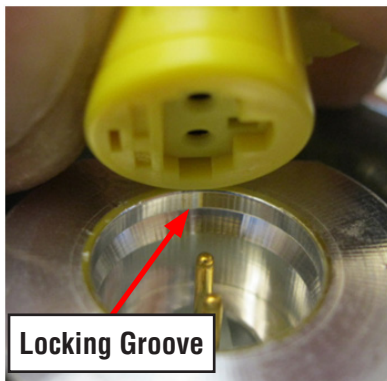
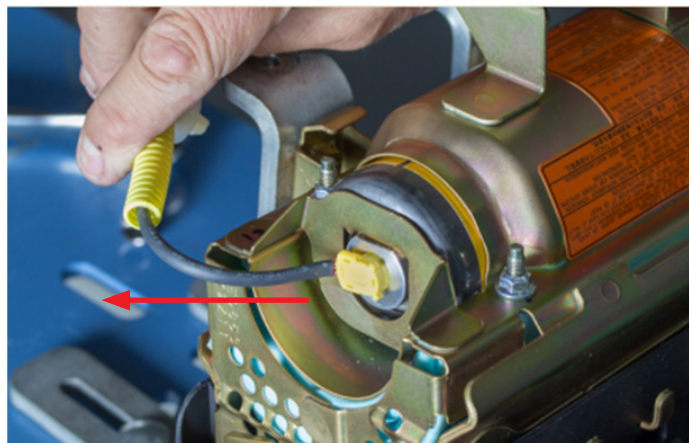


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**STEP 10-** As shown below, install but do not fully tighten 2 of the NEW self-locking nuts while holding the stopper plate tight against the inflator. Remove the nuts still installed on the mounting bracket and replace them with 2 NEW self-locking nuts. Once all 4 NEW nuts are in place, torque to 31 - 38 inch pounds in the sequence shown below. Use a marker to mark the nuts after torquing indicating they have been fully tightened.



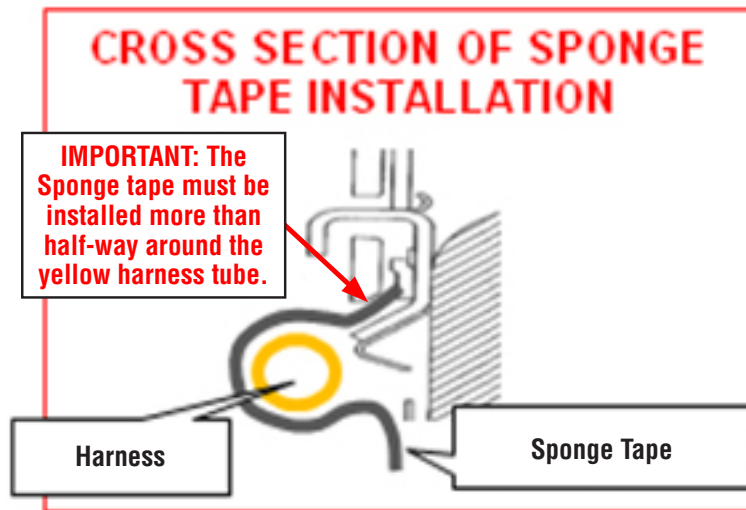
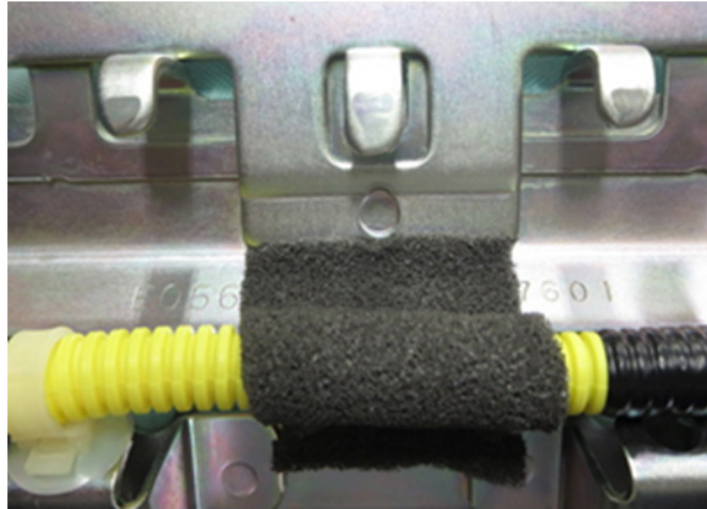
**STEP 11- VERY IMPORTANT:** When connecting the new harness to the inflator, the harness **MUST** be routed toward the module's mounting brackets as shown in the photo below. Peel off the white dust cover and **CAREFULLY** align the 2 inflator pins with the female terminals of the harness connector as shown in the sequence below. Once pin alignment is confirmed, push down firmly to engage the connector's 2 locking tangs into the locking groove of the connector boss. Confirm the connector is fully locked by prying up **LIGHTLY** with a small flat-blade screwdriver.



**STEP 12-** Reinstall the wiring harness retaining clip into its position on the mounting bracket.



**STEP 13-** Peel the adhesive backing and install the new Sponge Tape onto the yellow harness tube first then adhere it to the airbag mounting bracket as shown in the illustrations below.



**STEP 14-** Reinstall the airbag assembly into the vehicle in reverse order of disassembly.  
**NOTE:** If the accessory security module is installed to one of the airbag module mounting bolts, torque that specific bolt to 7.5 +/-1ft. lb. rather than the normal 5.4 ft. lb. specified in the Service Manual. Before installing the glove box assembly, reconnect the negative battery cable. Turn the ignition key “ON” and confirm the AIRBAG warning light comes on then cycles off properly. Once proper warning light operation is confirmed, reinstall the glove box assembly while making sure the cord loop for the opening dampener (if equipped) stays connected to complete the procedure.

**STEP 15-** Place the removed air bag inflator in the “cradle” of the Kit Box insert, with a completed SOA warranty parts tag (MSA5W402A) attached to it. The tag must contain the following information: **Claim Number, Repair Date, 17-digit VIN, and vehicle mileage.** Refer to the “PARTS RETURN PROCEDURES” section of this bulletin (page 3) for further return shipping instructions and information.

**IMPORTANT: UNDER NO CIRCUMSTANCES SHOULD ANY AIR BAG INFLATORS BE RETURNED TO SUBARU OF AMERICA, INC.**

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## RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Service Program identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302. Ordering qty 1 = 1 sheet of 20 labels.

PART NUMBER	APPLICABILITY	DESCRIPTION	ORDER QUANTITY
MSA6P1302	All models	Campaign Completion Labels (contains one sheet of 20 labels)	1

<b>SUBARU</b>
Campaign Code
<b>WQR-53</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Retailers may submit claims through 'Vehicle Claim Entry' on Subarunet.com.

Listed below is claim entry information:

CLAIM TYPE	CAMPAIGN CODE	LABOR	DESCRIPTION	LABOR TIME
RC	WQR-53	A182-031	Front Passenger Air Bag Inflator Replacement	0.8

PART NUMBER	APPLICABILITY	DESCRIPTION	QUANTITY
98279FE000	Impreza, WRX, and STI	Air Bag Inflator Module Kit	1

<b>Miscellaneous Detail</b>	Enter the serial number of the NEW air bag inflator installed in the "Misc. Details" field.
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## OWNER NOTIFICATION LETTER

### IMPORTANT SAFETY RECALL

This notice applies to the VIN identified  
in the address section printed below.



## SUBARU

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

**Subaru Recall Campaign WQR-53**  
**NHTSA Recall No. 15V-323**  
**June 2015**

### 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 2004 and 2005 model year Impreza, WRX, and STI vehicles.

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

### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The affected vehicles are equipped with a passenger side frontal air bag that may be susceptible to moisture intrusion which, over time, could cause the inflator to rupture upon its deployment.

In the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

### REMEDY

#### WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the front passenger air bag inflator replaced with a new one.

***Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

Subaru will replace the inflator for your front passenger air bag at no cost to you.

### HOW LONG WILL THE REPAIR TAKE?

The time to replace the front passenger air bag inflator is approximately 40 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 Subaru retailer flexibility in scheduling. Please present this letter to your Subaru retailer 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. Or if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

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**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.wqr53.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 "Contact Us"
- By telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 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
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department,  
P.O. Box 6000, Cherry Hill, NJ 08034-6000

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 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.)

*A subsidiary of Fuji Heavy Industries Ltd.*

***Continued...***

## OWNER NOTIFICATION LETTER

### IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below.



## SUBARU

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

**Subaru Recall Campaign WQR-53  
NHTSA Recall No. 15V-323  
July 2015**

### 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 2004 and 2005 model year Impreza, WRX, and STI vehicles.

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

### DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

The affected vehicles are equipped with a passenger side frontal air bag that may be susceptible to moisture intrusion which, over time, could cause the inflator to rupture upon its deployment.

In the event of a crash necessitating deployment of the passenger's frontal air bag, the inflator could rupture with metal fragments striking the vehicle occupants potentially resulting in serious injury or death.

### REPAIR

Subaru will replace the inflator for your front passenger air bag at no cost to you.

### WHAT YOU SHOULD DO

Subaru is in the process of acquiring parts necessary to perform this repair. Once there is a sufficient supply of parts to perform this repair, Subaru will re-contact you again by mail advising you to proceed with scheduling an appointment with your Subaru retailer (dealer).

***Until this repair is performed, do not allow passengers to ride in the front passenger seat.***

### HOW LONG WILL THE REPAIR TAKE?

The time to replace the front passenger air bag inflator is approximately 40 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 Subaru retailer flexibility in scheduling. Please present this letter to your Subaru retailer 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. Or if you prefer to update this information online, please go to [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

*Continued...*

**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.wqr53.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 "Contact Us"
- By telephone: 1-800-SUBARU3 (1-800-782-2783)  
Monday through Thursday between 7:30 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
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

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 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.)*

***A subsidiary of Fuji Heavy Industries Ltd.***

***Continued...***



# SHIPPING DOCUMENTATION AND INSTRUCTIONS (Appendix A)

## INFLATOR RETURNS

### These Return Instructions are for the Continental US dealerships (48 States).

**NOTE: Locations outside of the Continental United States (Hawaii, Alaska, Puerto Rico, Virgin Islands INCLUDING Mexico and Canada CANNOT follow below shipping instructions. Instead, dealerships in these locations MUST contact the following Takata/Menlo USA representative directly for shipping instructions: Miguel Prigadaa – Tel #: 210-250-5078 or Email: MLGTakataRestrains\_International@menloworldwide.com**

#### 1. Shipping Documents

##### a) Box Label

- Supplied with each Kit
- To be affixed to each box



##### b) Over-pack Label

- To be supplied by Stericycle.
- To be affixed to the outside of each pallet



##### c) Bill of Lading

- To be supplied by Stericycle.
- Print 2 copies: 1 for Dealer Records, 1 for LTL Driver



##### d) ERG Document

- To be supplied by Stericycle.
- To be provide by the Dealer to the LTL Driver for each shipment



#### 4b. Shipping Instructions – Label each Box

a) If you continue receiving Inflator Kits with the original Fedex Documentation:

1. Peel off the backing of the Fedex Ground PRP Shipping label and affix to top of box to left of the Class 9 label.
- Use the scribe line on the box as a guide
- The FedEx Ground PRP Shipping label must not touch any portion of the printing to the right of the scribe line.
2. Discard the remaining Documentation
3. **Do Not** contact FedEx



#### 2. Packing Instructions

a) Confirm box is in acceptable condition. If a new box is needed, follow the New Box instructions located In Box 8 of this page.

b) Place the un-deployed airbag inflator in the “cradle” of the box insert.



#### 5. Shipping Instructions – Prepare the Pallet

- Accumulate and palletize Kits
- Arrange Kits on Pallet as pictured here
  - 20 boxes per row/layer (5x4)
  - 10 rows/layers per pallet (200 boxes)
- Shrink-wrap Kits to Pallet
- Affix Over-pack Label on (1) side of Pallet (Not on Top)



#### 3. Closure Instructions

a) Close and tape the top box flap, per box closure instructions located on front panel of box.



#### 6. Shipping Instructions – Schedule LTL Pickup

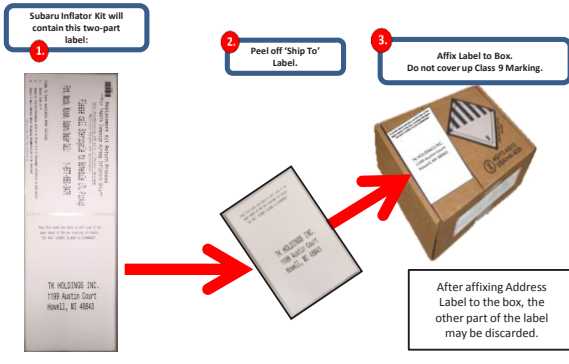
- Upon Accumulating 200 kits (1 Over-pack/Pallet) Minimum
  - Call Stericycle at 1-877-650-3476
  - If 200 Kits have not been accumulated in 30 days, please call Stericycle for direction
  - Upon claim approval, Subaru of America, Inc. will generate a Part Return Notice requesting information only. **DO NOT WAIT FOR STERICYCLE TO PICK UP THE PART TO RETURN THIS INFORMATION TO SOA.**
- Have the following Information Available
  - Dealer #
  - Quantity of Over-packs/Pallets
  - Quantity of Passenger Inflator Kits on each Pallet
  - Email Address where shipping Documentation can be received

#### 7. Shipping Instructions – Ship

- Give 1 Copy of BOL and 1 Copy of ERG to Driver
- Retain 1 Copy of BOL for Dealership records and archive for 2 Years

#### 4a. Shipping Instructions - Label each Box

a) New Labels will begin shipping in each kit starting mid August, 2015



#### 8. Requesting a New Box / Shipping Labels

If a new box or replacement shipping labels are needed, please contact the representative listed below by phone or email to request replacement materials.

Primary Contact: **Armando Gonzalez - Tel #: 210-250-5079**

E-Mail: [FieldAction.14305@menloworldwide.com](mailto:FieldAction.14305@menloworldwide.com)

To help expedite your request, please be prepared to provide the following information:

- Serial number on the original box
- What Type of shipping material needed
  - Replacement Box
  - Two Part Return Label
  - Bill of Lading
  - ERG Form
- Dealer Shipping Information
  - Contact name
  - Dealer Address
  - Phone Number

