

# Part 573 Safety Recall Report

# 17V-132

**Manufacturer Name :** Subaru of America, Inc.

**Submission Date :** MAR 09, 2017

**NHTSA Recall No. :** 17V-132

**Manufacturer Recall No. :** WTN-74



## Manufacturer Information :

**Manufacturer Name :** Subaru of America, Inc.

**Address :** P.O. Box 6000

Cherry Hill NJ 08034-6000

**Company phone :** 856-488-8500

## Population :

**Number of potentially involved :** 25,567

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2017-2017 Subaru Impreza

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** 4-DOOR

**Power Train :** GAS

**Descriptive Information :** Information Regarding Manufacturer of Defective Component:

• Identification of Component: Infotainment Unit

• Component Manufacturer:

HARMAN

400 Atlantic Street, Stamford, CT 06901

TEL 1-203-328-3500

**Production Dates :** SEP 12, 2016 - FEB 23, 2017

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

Vehicle 2 : 2017-2017 Subaru Impreza  
Vehicle Type : LIGHT VEHICLES  
Body Style : STATIONWAGON  
Power Train : GAS

Descriptive Information : Information Regarding Manufacturer of Defective Component:

• Identification of Component: Infotainment Unit

• Component Manufacturer:

HARMAN  
400 Atlantic Street, Stamford, CT 06901  
TEL 1-203-328-3500

Production Dates : SEP 12, 2016 - FEB 23, 2017

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : The rearview camera image may not display properly. More specifically, due to a software problem within the infotainment unit, the following may occur:

- During initial boot-up, a memory error might result in a blank screen;  
or
- If multiple processes occur at the same time, the screen might freeze.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the rearview camera image is not displayed or the image freezes, it does not provide an additional view of the area behind the vehicle to the driver when the vehicle is in reverse. As a result, there is an increased risk of injury or a crash.

Description of the Cause : A software problem within the infotainment unit.

Identification of Any Warning that can Occur : None

**Supplier Identification :****Component Manufacturer**

Name : HARMAN  
Address : 400 Atlantic Street  
Stamford CONNECTICUT 06901  
Country : United States

**Chronology :**

December 13, 2016: Fuji Heavy Industries, Inc. (FHI) opened an investigation as a result of receiving a technical report from the field regarding a blank screen of the infotainment unit while the vehicle was in reverse.

December 13, 2016-February 22, 2017: Failed parts were collected from the field for supplier investigation. FHI sent the collected parts for the supplier to determine the issue and cause for a blank screen/freeze of the infotainment unit as an inappropriate memory handling during initial boot-up and a bug in the software. The supplier provided FHI their findings which FHI needed to validate the issue and the corrective action.

February 23, 2017: Fuji Heavy Industries, Inc. (FHI) concluded that Subaru would perform a safety recall of all potentially affected vehicles.

**Description of Remedy :**

Description of Remedy Program : The remedy procedure will be to reprogram the infotainment unit with countermeasured software.

How Remedy Component Differs from Recalled Component : NR

Identify How/When Recall Condition was Corrected in Production : On February 23, 2017, a countermeasured software was implemented in production

**Recall Schedule :**

Description of Recall Schedule : Dealers were notified on February 24, 2017.  
Planned Dealer Notification Date : NR - NR  
Planned Owner Notification Date : MAR 20, 2017 - MAR 20, 2017

\* NR - Not Reported