

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 24, 2017

Subject: New Subaru STOP SALE/Safety Recall: WTN-74 Impreza Rearview Camera Image

Subaru of America, Inc. (Subaru) is recalling certain 2017 model year Impreza vehicles with Harman navigation/audio head units to update software affecting the operation of the rearview camera image.

Please be advised that it is a violation of Federal law for a dealer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. Therefore, 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 may be subject to civil penalties of up to \$6,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Dealer Agreement.

Affected Vehicles

Approximately 25,567 vehicles are affected by this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data will be available this afternoon.

Your Region/Distributor will provide you with a detailed list of affected new unsold inventory units. If you have any of the affected models in inventory, please ensure that your sales and service staff are immediately notified that the unit(s) are un-saleable until the recall campaign is completed and the claim is submitted.

Model Years	Models	Production Start Date	Production End Date
2017	Impreza 4D & 5D	09/13/2016	02/20/2017

Condition

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.

Safety Hazard

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 Remedy

The remedy procedure will be to reprogram the infotainment unit with a software update. The procedure will involve either downloading the software update files from Subarunet (or using those sent directly from Nuspire) and transferring them onto a flash drive for audio unit installation. It is VERY IMPORTANT to read and understand the information published in the applicable service bulletin instructions completely before proceeding.

Owner Notification

Subaru will notify potentially affected vehicle owners by first class mail. Owners with a valid email address on file with MySubaru.com will also be notified by email. Owner notification is expected to occur in March and retailers will be advised when the notification begins.

Repair

For detailed information, please refer to the WTN-74 Product Campaign Bulletin on STIS.

Retailer Program Responsibility

Any vehicles listed in a recall/campaign that are in retailer 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 the Product Campaign Bulletin, which will be available on STIS in the near future.

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

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 based on the selling retailer. Retailers are required to limit the use of these lists for the purpose of completion of this safety recall.