

Part 573 Safety Recall Report

18V-773

Manufacturer Name : Subaru of America, Inc.

Submission Date : NOV 12, 2018

NHTSA Recall No. : 18V-773

Manufacturer Recall No. : WTW-82



Manufacturer Information :

Manufacturer Name : Subaru of America, Inc.

Address : One Subaru Drive

Camden NJ 08103

Company phone : 856-488-8500

Population :

Number of potentially involved : 228,648

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2018-2018 Subaru Outback

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : -Description of the issue: Due to a software programming error, the low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator (distance-to-empty) in the multi-information display may indicate a positive distance-to-empty (DTE) when no usable fuel is remaining. If the driver continues to operate the vehicle, the vehicle may run out of fuel and the engine may stall.

-The basis for how the recall population was determined: All 2018 vehicles are affected, as they contain this software programming error.

-How the recalled products differ from products that were not included in the recall: Products that were not included in the recall do not have this specific software programming error.

The recall population includes all 2018 model year Outback vehicles. The number of affected Outback vehicles is 185,584.

Production Dates : FEB 01, 2017 - AUG 17, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 2 : 2018-2018 Subaru Legacy

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : -Description of the issue: Due to a software programming error, the low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator (distance-to-empty) in the multi-information display may indicate a positive

distance-to-empty (DTE) when no usable fuel is remaining. If the driver continues to operate the vehicle, the vehicle may run out of fuel and the engine may stall.

-The basis for how the recall population was determined: All 2018MY vehicles are affected, as they contain this software programming error.

-How the recalled products differ from products that were not included in the recall: Products that were not included in the recall do not have this specific software programming error.

The recall population includes all 2018 model year Legacy vehicles. The number of affected Legacy vehicles is 43,064.

Production Dates : FEB 01, 2017 - AUG 17, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Due to a software programming error, the low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator (distance-to-empty) in the multi-information display may indicate a positive distance-to-empty (DTE) when no usable fuel is remaining. While the low fuel warning light will eventually illuminate and the fuel gauge will eventually display "E" (empty), if the driver continues to operate the vehicle based on the DTE, the vehicle may run out of fuel, causing the engine to stall.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the engine were to stall, there is an increased risk of a crash.

Description of the Cause : Due to a software programming error, the calculation of the remaining fuel may be incorrect, especially near the end of the tank capacity.

Identification of Any Warning that can Occur : The low fuel warning lamp illuminates, and fuel gauge indicates "E" (Empty).

Supplier Identification :

Component Manufacturer

Name : Continental Automotive System Co.

Address : 1 Continental Drive

Auburn Hills MICHIGAN 48326

Country : United States

Chronology :

December 2017: SUBARU CORPORATION (Subaru) received the first technical report regarding the driving range indicator (DTE) in the multi-information display indicating a positive distance-to-empty (DTE) when no usable fuel is remaining. Subaru requested field part collection.

December 2017 - March 2018: Parts were collected from the field and sent to the Supplier for investigation.

April – June 2018: The Supplier investigated, using the returned parts from the field.

July 2018: The supplier submitted the investigation report to Subaru.

August - October 2018: Subaru assessed the field data and compared to the Supplier investigation report.

October 25, 2018: Subaru completed the investigation and determined that Subaru will conduct a voluntary safety recall.

Description of Remedy :

Description of Remedy Program : Subaru retailers will reprogram the combination meter software.

How Remedy Component Differs from Recalled Component : The software programming error has been corrected.

Recalled Component Name: COMBI METER ASSY
Recalled Component Description: COMBINATION METER
Recalled Component Part numbers: 85013AL00A, 85013AL01A

Identify How/When Recall Condition was Corrected in Production : The affected program was corrected for Legacy and Outback vehicles from 2019MY production.

Recall Schedule :

Description of Recall Schedule : Owner notification will occur within 60 days. If reprogramming tools are not available by that time, owners will be notified that the repair is not yet available and they will be re-notified once it is.

Planned Dealer Notification Date : NOV 01, 2018 - NOV 01, 2018

Planned Owner Notification Date : DEC 17, 2018 - DEC 17, 2018

* NR - Not Reported