

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 7, 2018

Subaru Safety Recall/STOP SALE: WTW-82 Combination Meter Reprogramming

UPDATE

Service and Claim Instructions

On December 11, 2018, the WTW-82 Product Campaign Bulletin will be available on STIS. Reprogramming tools are expected by the end of the first quarter of 2019. When the tools are available, retailers will be notified, and the Product Campaign Bulletin will be updated with claim coding information.

Owner Notification

Interim owner notification is scheduled for December 17, 2018. Since the reprogramming tools needed to perform the repair are not yet available, owners will be notified of the recall, and that the remedy is not yet available.

As a precaution, the owners will be advised to maintain at least one-quarter tank of gas in the vehicle, as indicated by the fuel gauge, until this repair can be performed.

A copy of the interim owner notification letter will be included in the WTW-82 Product Campaign Bulletin. Owners will be re-notified by first class mail, and by email if a valid email address is on file, once the remedy is available.

Subaru of America, Inc. (Subaru) is recalling all 2018 model year Legacy and Outback vehicles to reprogram the combination meter software to correct an error in the driving range indicator calculation in the multi-information display. A total of 228,648 U.S. vehicles will be affected by this recall.

Affected Vehicles

Model Year	Carline	Production Range
2018	Legacy	All
2018	Outback	All

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

Please be advised that the status of this recall will display as “Open – Remedy Not Yet Available” until the reprogramming tools become available. Until tools are available, this recall cannot be performed.

Description of the Issue and Safety Risk

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

The low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator 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, causing the engine to stall. If the engine were to stall, there is an increased risk of a crash.

Description of the Remedy

Subaru retailers will reprogram the combination meter software. The reprogramming tools needed to perform this repair are not yet available. Subaru is in the process of acquiring those tools and will advise retailers when they are available.

Retailer Responsibility

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.

If an affected vehicle is in for service, please inform the owner that the vehicle is affected by this recall and that the remedy is not yet available. **As a precaution, until the vehicle is repaired for this condition, please advise the owner to keep at least one-quarter tank of gas in the vehicle.**

Once the reprogramming tools are available, retailers are to promptly perform the applicable service procedures to correct all affected vehicles in their inventory (used, demo & SSLP).

Until this repair can be performed, 2018 MY Legacy and Outback SSLP rental vehicles should not be utilized by customers. If no other model SSLP vehicles are available, third-party rental vehicles should be utilized.

Please refer to Section 8.4.7 of the Subaru Claims Policies & Procedures concerning Alternate Transportation Program eligibility and third-party rental reimbursement rates. Additional information regarding SSLP vehicles awaiting this recall repair will be forthcoming.