

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: November 1, 2018**

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

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.**

**Your Region/Distributor will provide you with a detailed list of any affected unsold vehicles.**

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.

### ***Owner Notification***

Subaru will notify affected vehicle owners by first class mail within 60 days. Owners with a valid email address on file with MySubaru.com will also be notified by email. If the reprogramming tools are not available by that time, owners will be notified that the remedy is not available yet and they will be re-notified once the remedy is available. Retailers will be advised when the notification is scheduled.

### ***Service and Claim Instructions***

Detailed information will be forthcoming and will be made available in the WTW-82 Product Campaign Bulletin on STIS. Retailers will be notified once the bulletin is available.