

**Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: January 3, 2019**

**New Subaru Recall/STOP SALE:**

**WTZ-85 Harman Kardon Head Unit Reprogramming – FMVSS 111 Noncompliance Recall**

Subaru of America, Inc. (Subaru) is recalling 2018 model year Legacy, Outback, and BRZ vehicles equipped with a certain combination of head unit hardware and software, due to the possibility of noncompliance with Federal Motor Vehicle Safety Standard (FMVSS) 111 – “Rear Visibility.”

***Affected Vehicles***

Vehicles included in this recall are equipped with a high-grade Harman Kardon head unit with navigation, and software version 3. This includes vehicles equipped as such in production, and those that show a warranty history of receiving a software update after the release of version 3.

Model Year	Carline	Affected units
2018	Legacy	Refer to Vehicle Coverage Inquiry for WTZ-85 Recall Applicability
2018	Outback	
2018	BRZ	

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available today.

***Description of the Issue and Safety Risk***

Due to a software issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the head unit display will not boot, causing the screen to remain blank. In this condition, while backing the vehicle, the rearview image may not be displayed.

The failure to display the rearview image creates a noncompliance with the requirements of FMVSS 111 – “Rear Visibility,” increasing the risk of a crash.

***Description of the Remedy***

Subaru retailers will reprogram the head unit software on affected vehicles at no charge to the customer.

***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.**

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

Any vehicles listed in a recall/campaign that are in the retailer's 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 this Product Campaign Bulletin.

***Owner Notification***

Subaru will notify affected vehicle owners by first class mail and email, using internal Subaru owner records, this month. Subaru is in the process of acquiring registration data and will notify owners again using that data within the next 60 days. Retailers will be advised when owner renotification begins.

***Service and Claim Instructions***

Detailed information will be forthcoming and will be made available in the WTZ-85 Product Campaign Bulletin on STIS.