

IMPORTANT SAFETY RECALL

This notice applies to the VIN below



SUBARU

Subaru of America, Inc.
P.O. Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Recall WTW-82
NHTSA ID 18V-773
December 2018 – Interim Notice**

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

SUBARU OF AMERICA, INC. has decided that a defect, which relates to motor vehicle safety, exists in all 2018 model year Legacy and Outback vehicles. You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

Due to a software programming error, the calculation of the remaining driving distance until the fuel tank is empty 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 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.

The remedy to correct this condition is not yet available.

Subaru is in the process of acquiring the reprogramming tools necessary to perform this repair. Once those tools are available, Subaru will contact you again by mail advising you to schedule an appointment with your Subaru retailer (dealer). The reprogramming tools are expected to be available by the end of the first quarter of 2019.

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

WHAT SUBARU WILL DO

Once the necessary reprogramming tools to perform this repair are available, Subaru will reprogram the distance-to-empty logic in your vehicle at no cost to you.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR

If you have already paid for repairs associated with this condition, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WTW-82 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wtw82.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services Department
P.O. Box 9103, Camden, NJ 08101-9877

To subscribe to the NHTSA Recall Notification email System, please go to: <https://www-odi.nhtsa.dot.gov/nhtsa/subscriptions>.

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

You may also contact the Administrator, National Highway Traffic Safety Administration (NHTSA), 1200 New Jersey Ave., SE, Washington, DC 20590 or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov> if you believe the Subaru retailer has failed or is unable to remedy your vehicle without charge within a reasonable amount of time.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your safety and your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as the remedy becomes available.

Sincerely,
Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION

Notice to Lessors

Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A