

Important Information regarding your vehicle - please open and read immediately



[Find a Retailer](#)

Harman Kardon System Reprogramming

Regarding VIN: 4S4BSA

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 certain 2018 model year Legacy, Outback, and BRZ vehicles equipped with a certain combination of Harman Kardon audio system display hardware and software may fail to conform to Federal Motor Vehicle Safety Standard No. 111, "Rear Visibility."

You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

Due to a software related issue, the audio system display memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the audio system 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.

WHAT SUBARU WILL DO

Subaru will reprogram the Harman Kardon audio system display software with an updated version in your vehicle at no charge to you.

WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) for an appointment to have the audio system display software updated in your vehicle, free of charge.

Until this repair is performed, please use caution when driving in reverse if the rearview image is not displayed. You should always check the rear view and the surrounding area by turning your head rearward and/or using the mirrors and move backward at a slow speed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select ‘Customer Support,’ then select ‘Address Update’ or ‘Ownership Update’ from the drop-down menu.

HOW LONG WILL THE REPAIR TAKE?

The time to perform this software update is approximately 30 minutes. However, it may

be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

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: WTZ-85 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.wtz85.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 possible.

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 leased vehicle is a vehicle leased to another person for a term of at least four months.)

Please do not reply to this message. To obtain information on how to contact Subaru of America, Inc., visit our website at subaru.com/contactus, or call (800) 782-2783.

If you have already had this recall service performed or have this service scheduled, we thank you for your attention to this matter. If you have moved or sold your vehicle, please update this information online at Subaru Customer Support and select "Address Update" or "Ownership Update" from the Quick Links section, or by calling 1-844-373-6614.