



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 18, 2020

Mary Jo James
Campaign Manager
Subaru of America, Inc.
One Subaru Drive
Camden, NJ 08103

NEF-150SS
20V-766

Subject: Rearview Camera may Shut Down/FNVSS 111

Dear Mary Jo James:

This letter serves to acknowledge Subaru of America, Inc.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SUBARU/LEGACY/2020
SUBARU/OUTBACK/2020

Mfr's Report Date: December 10, 2020

NHTSA Campaign Number: 20V-766

Components:

BACK OVER PREVENTION:DISPLAY FUNCTION

Potential Number of Units Affected: 7,741

Problem Description:

Subaru of America, Inc. (Subaru) is recalling certain 2020 Legacy and Outback vehicles equipped with "high" grade and "mid" grade multimedia navigation. The August 2020 over-the-air software update may have timed out without completing the installation, corrupting the data, and causing the rearview display to shutoff intermittently. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard number 111, "Rear Visibility."

Consequence:

The intermittent loss of the rearview image reduces the driver's visibility and increases the risk of crash.

Remedy:

Subaru will notify owners, and dealers will reprogram the software and, if necessary, replace the Cockpit Control Module, free of charge. The recall is expected to begin January 22, 2021. Owners may contact Subaru customer service at 1-844-373-6614. Subaru's number for this recall is WRH-20.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

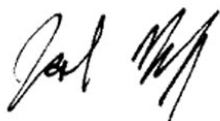
Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Sarah Shiver who may be reached by phone at (202) 366-7401, or by email at sarah.shiver@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Chief, Recall Management Division
Office of Defects Investigations
Enforcement