

IMPORTANT SAFETY RECALL

This notice applies to the VIN identified in the address section printed below



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

Subaru Safety Recall WRE-25
NHTSA Recall ID 25V744
December 2025

Dear Subaru Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Subaru of America, Inc. (Subaru) has decided that certain 2023-2025 model year Solterra vehicles 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.

DESCRIPTION OF THE DEFECT AND SAFETY RISK

Your vehicle is equipped with a Parking Assist Electronic Control Unit (ECU), which is a component of the Panoramic View Monitor (PVM) system that displays the rearview image. The software in the Parking Assist ECU may cause the rearview camera image not to display properly. More specifically, the following may occur:

- If the vehicle is turned off immediately after the vehicle has been turned on, a **blank screen** may result when it is next turned on.
- If reverse is selected within a few seconds after the ignition is turned on and then driving rearward within a few seconds after the shift change, the **screen image may freeze**.

If the rearview camera image is not displayed properly, it may not provide an additional view of the area behind the vehicle to the driver when the vehicle is in reverse, increasing the risk of a crash or injury.

WHAT SUBARU WILL DO

Subaru will update the programming of the Parking Assist ECU, at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer (dealer) immediately to schedule an appointment to have this safety recall completed at no cost to you.

Until the repair is performed, please use caution when driving in reverse. You should not rely upon the rearview camera when backing up. You should always check the rearview and the surrounding area by turning your head rearward and /or using the mirrors and move backward at a slow speed.

HOW LONG WILL THE REPAIR TAKE?

The Parking Assist ECU software update will take approximately 45 minutes. However, it may be necessary to leave your vehicle for a longer period of time to allow your Subaru retailer flexibility in scheduling.

OWNER INFORMATION

Government regulations require that recall notifications be sent to the last known owner of record. That information is based primarily on state registration and title data. If you are a lessor of this vehicle, federal regulations require you to forward this notice to your lessee within ten days.

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customer-support.html> to send us your updated information.

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.
Attention: WRE-25 Recall
2670 Executive Dr
Indianapolis, IN 46241**

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.wre25.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to <https://www.subaru.com/support/customer-support.html> and select 'Email 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:
Subaru of America, Inc.
Attn: Customer Advocacy 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.

If your dealer fails or is unable to remedy this defect without charge, or within a reasonable amount of time, you may submit a written complaint to: 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.NHTSA.gov>.

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.