

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2015MY Legacy
 2015MY Outback
 2015MY Impreza
 2015MY XV Crosstrek
 2016MY WRX

NUMBER: WQS-54
DATE: June 30, 2015
NHTSA ID: 15V-366

SUBJECT: WQS-54 Driver Assist System (EyeSight) Delay in Warning Indicator

INTRODUCTION

Subaru of America, Inc. (SOA) is recalling certain 2015 model year Subaru Legacy, Subaru Outback, Subaru Impreza (4Door and 5Door) and Subaru XV Crosstrek vehicles and certain 2016MY Subaru WRX vehicles equipped with a Driver Assist System.

The programming of the Driver Assist System will not detect a fault in one of the associated system components. In the event of Brake Lamp Switch (BLS) failure, the Vehicle Dynamic Control (VDC) correctly detects the BLS failure, but the Driver Assist System will be delayed in detecting the BLS failure. Therefore, it will take longer for the multi information display to inform the driver of a malfunction. In addition, VDC will not receive the brake request from the Driver Assist System, resulting in no automatic braking, including Adaptive Cruise Control and PreCollision Braking.

Automatic braking will not occur under the following condition:

If a BLS failure occurs, the VDC Warning Lamp will illuminate. If the driver of an affected vehicle approaches an obstacle, “Obstacle Detected” will be properly indicated on the multi information display. Upon noticing the “Obstacle Detected” warning, the driver can apply the brake pedal to safely stop the vehicle. If the driver ignores the “Obstacle Detected” warning and does not apply the brake pedal, the VDC pressure control system will not operate.

DESCRIPTION OF THE SAFETY HAZARD

In the event of Brake Lamp Switch (BLS) failure, the Driver Assist System will be delayed in detecting the BLS failure, which may increase the risk of a crash.

DESCRIPTION OF THE REMEDY

The Driver Assist System will be reprogrammed.

AFFECTED VEHICLES

This condition may exist on certain vehicles listed below. **NOTE:** Not all vehicles within the range are affected. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on Subarunet.com.

MODEL YEAR	MODEL	STARTING PRODUCTION DATE	ENDING PRODUCTION DATE
2015	Legacy	March 10, 2014	April 16, 2015
2015	Outback	February 24, 2014	April 16, 2015
2015	Impreza	September 9, 2014	April 14, 2015
2015	XV Crosstrek	October 16, 2014	April 15, 2015
2016	WRX	March 23, 2015	March 23, 2015

Continued...

OWNER NOTIFICATION

A copy of the Owner Notification Letter is included at the end of this bulletin. Notification letters will be sent to owners of all potentially affected vehicles. Owner notification will begin on or around July 20, 2015.

RETAILER AFFECTED VIN LISTS

Each Subaru retailer will receive an affected VIN list from their Zone office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100 mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

IMPORTANT: Retailer affected VIN lists include owner name and address information for vehicles affected by this recall. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are urged to limit the use of these lists for the purpose of completion of this safety recall.

SUBARU RETAILER PROGRAM RESPONSIBILITY

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.

Please be advised that it is a violation of Federal law for a retailer to deliver a new motor vehicle covered by a recall under a sale or lease until the defect is remedied. In addition, 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 will be in breach of the Subaru Dealer Agreement.

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PAK FILE APPLICABILITY

MODEL	PAK FILE NAME	NEW ECM PART NUMBER	OLD ECM PART NUMBER
Legacy / Outback	87501AL003.pak	87501AL003	87501AL002
Impreza / XV Crosstrek	87501FJ032.pak	87501FJ032	87501FJ031
WRX	87501VA012.pak	87501VA012	87501VA011

FlashWrite INFORMATION

PAK FILE NAME	DECRYPTION KEYWORD	CONTROL SOFTWARE VERSION*
87501AL003.pak	CB28A80C	00006394
87501FJ032.pak	60182D70	00006391
87501VA012.pak	37CC8AE5	00006393

* After reprogramming the Driver Assist System please verify that the correct Control Software Version is displayed.

REPAIR PROCEDURE

NOTES:

SOA now highly recommends connecting the Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the GR8 is connected to the vehicle, as long as the battery is fully charged, it takes less than 3 minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

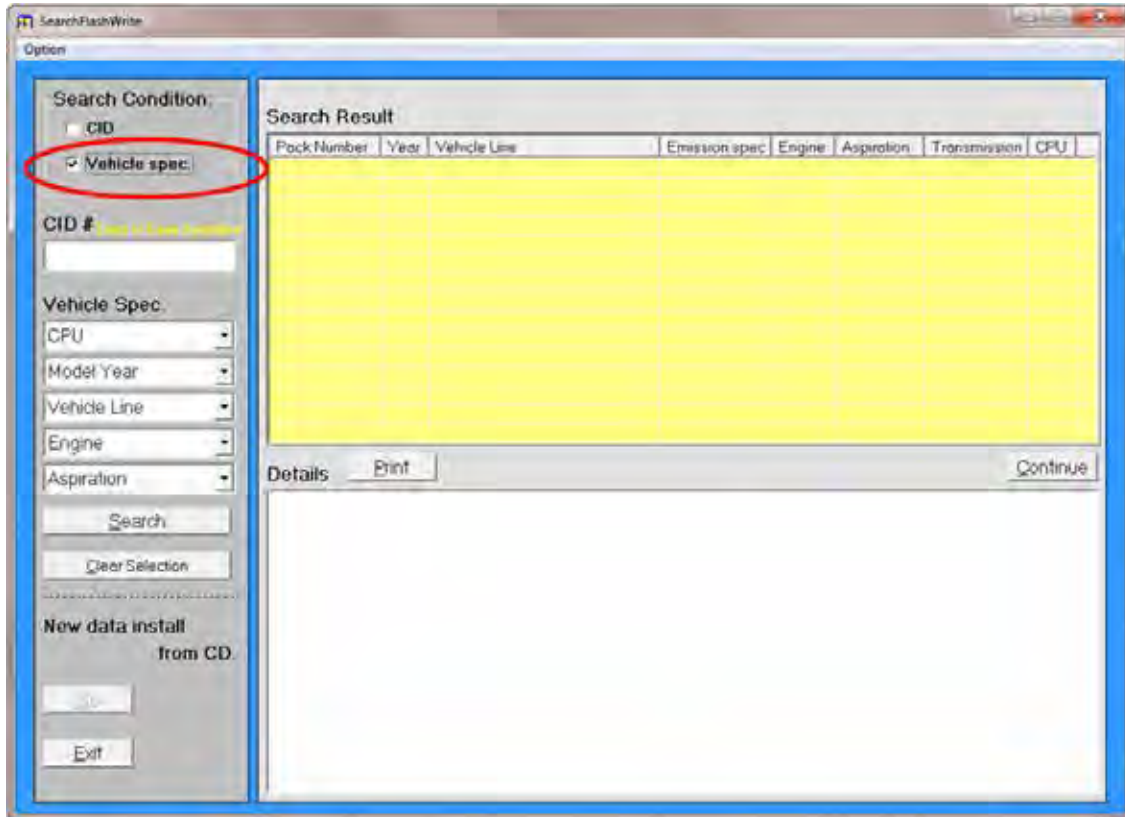
VERY IMPORTANT: This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of “generic” battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by SOA.

- If the GR8 indicates the vehicle’s battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle while using the Power Supply Mode.
- Control module failures as a result of battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

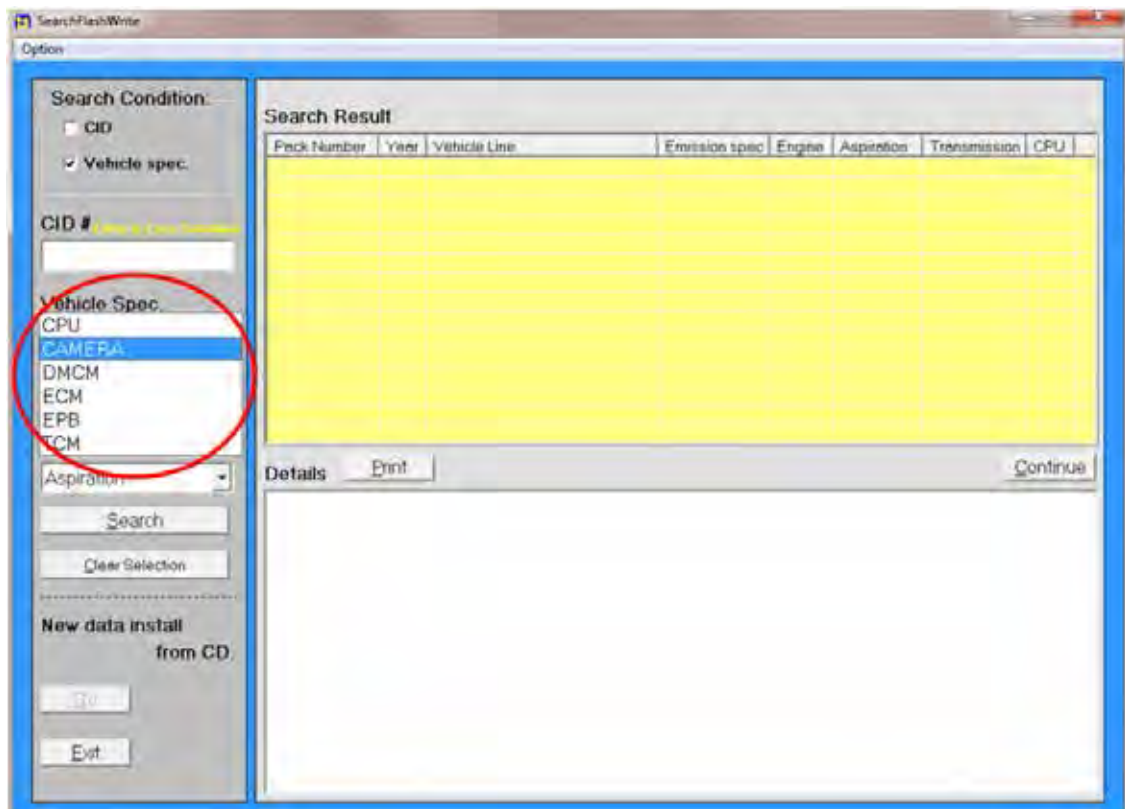
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Reprogram the Driver Assist System

Open FlashWrite application. Click the box “Vehicle spec.”

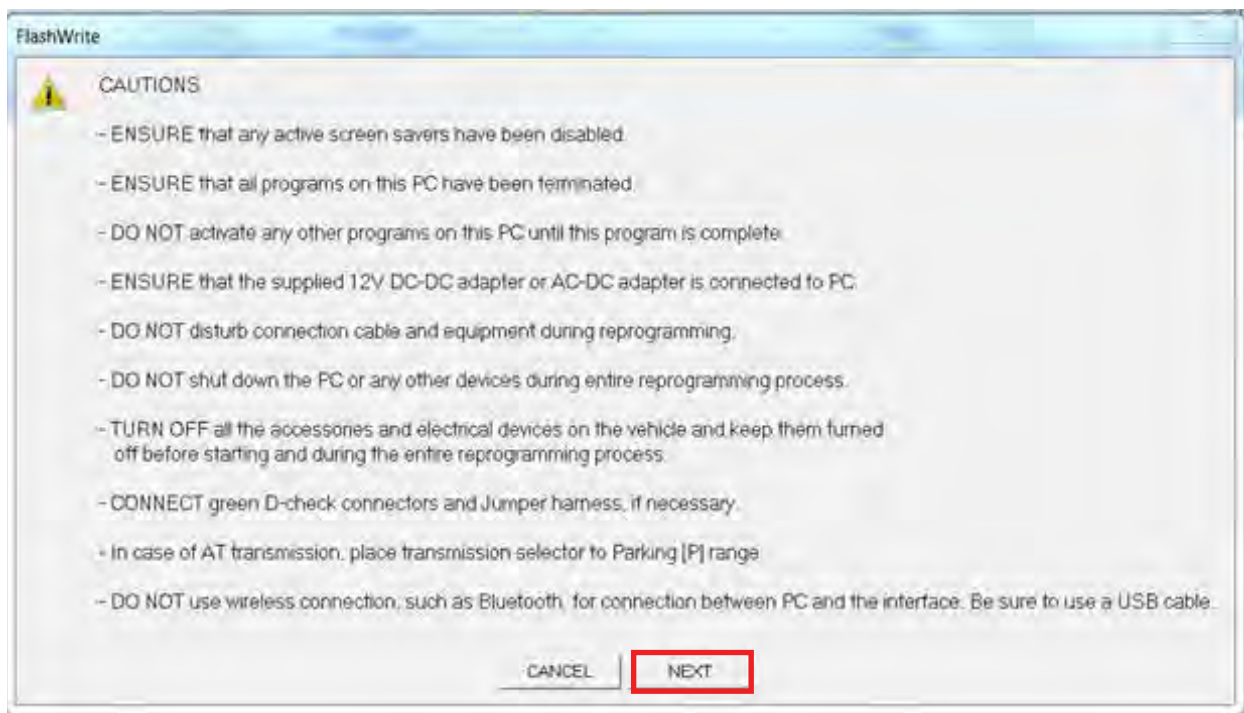
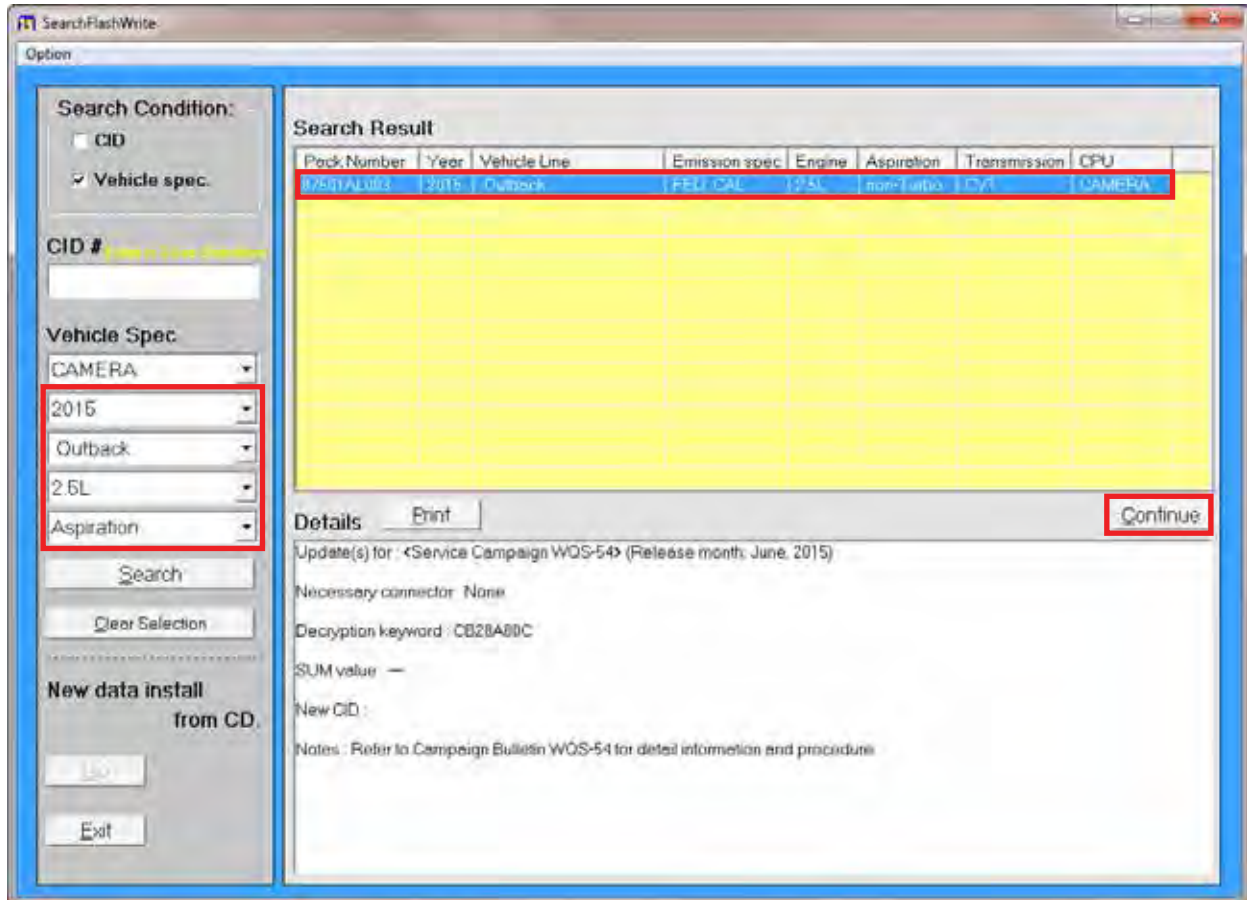


Click on the drop down box for CPU and Select CAMERA

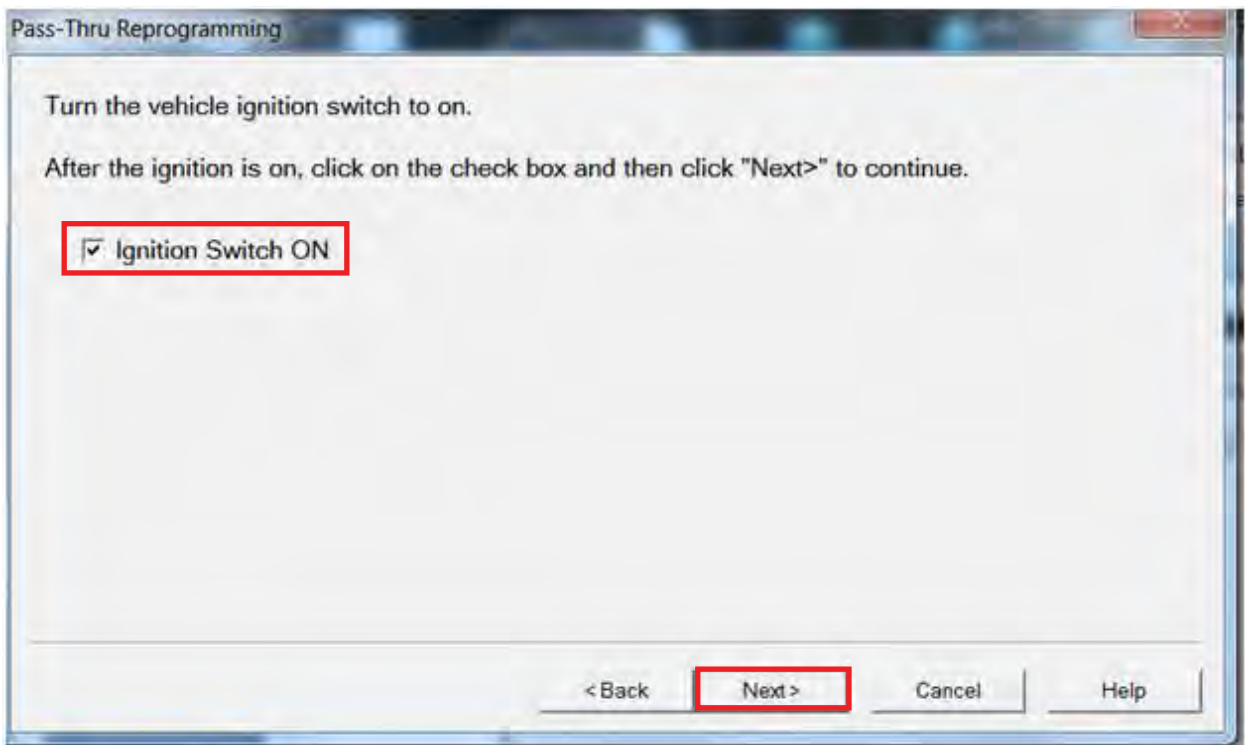


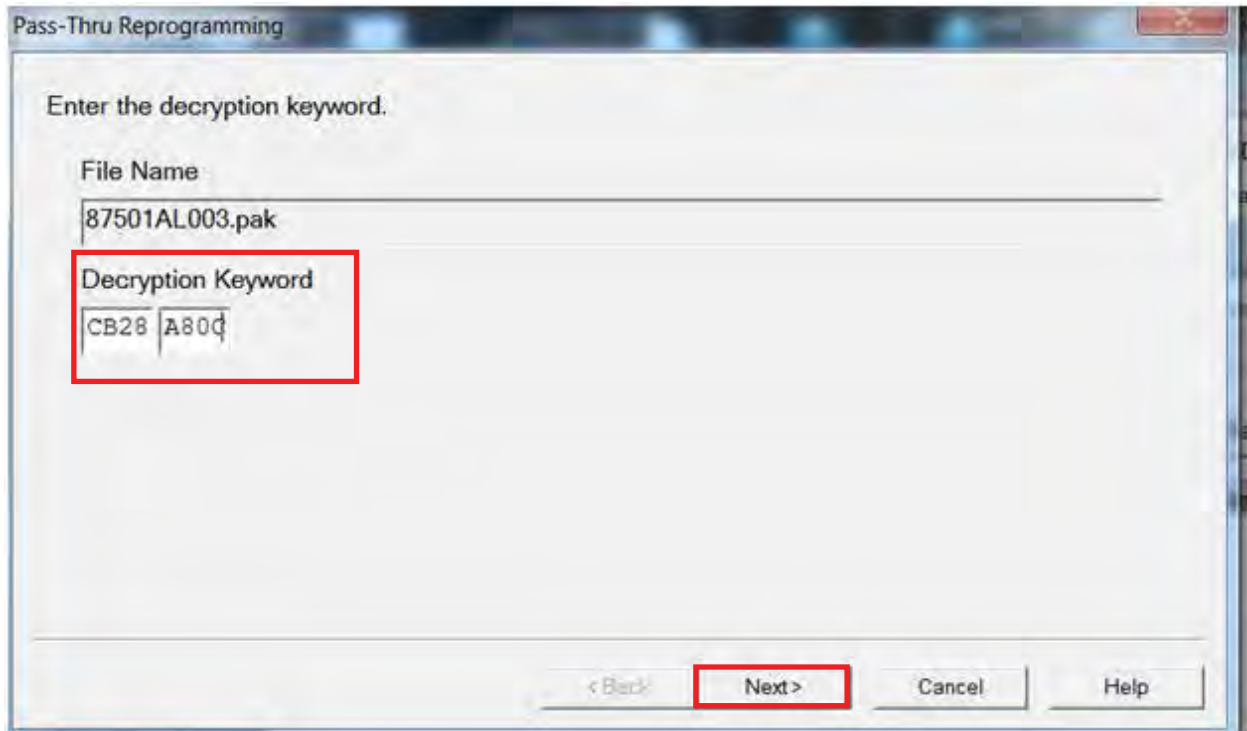
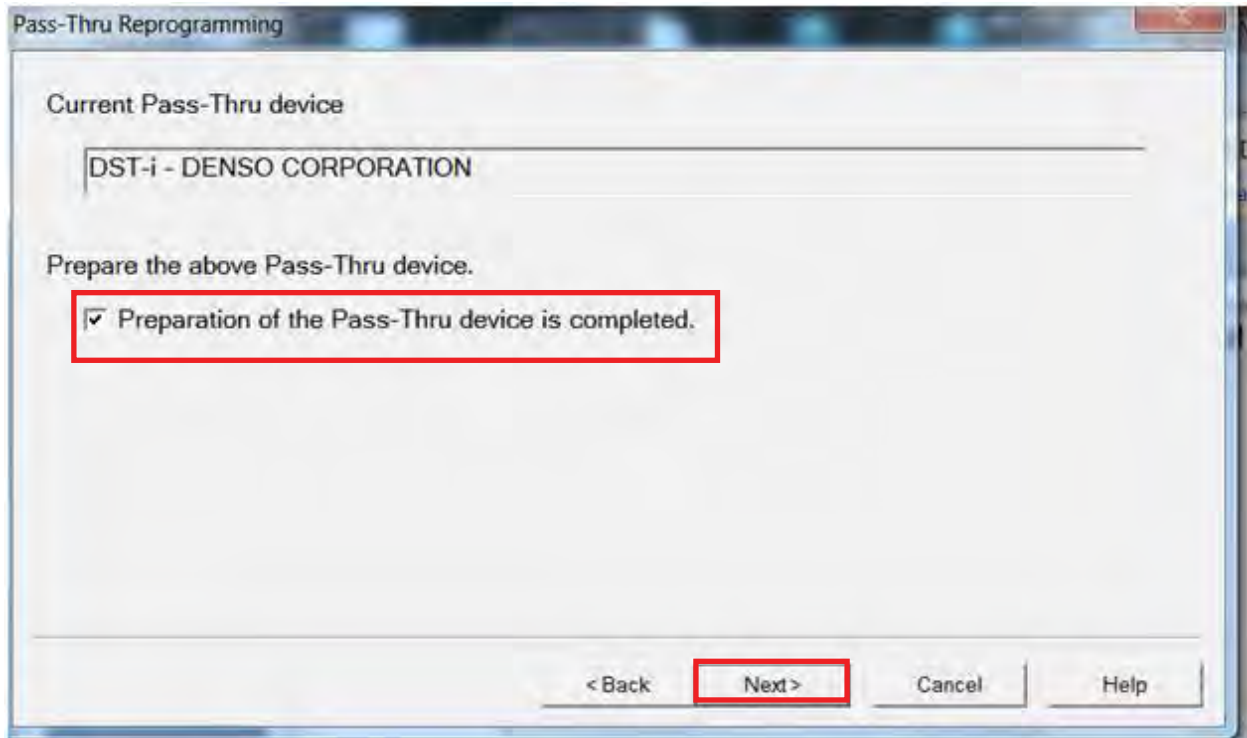
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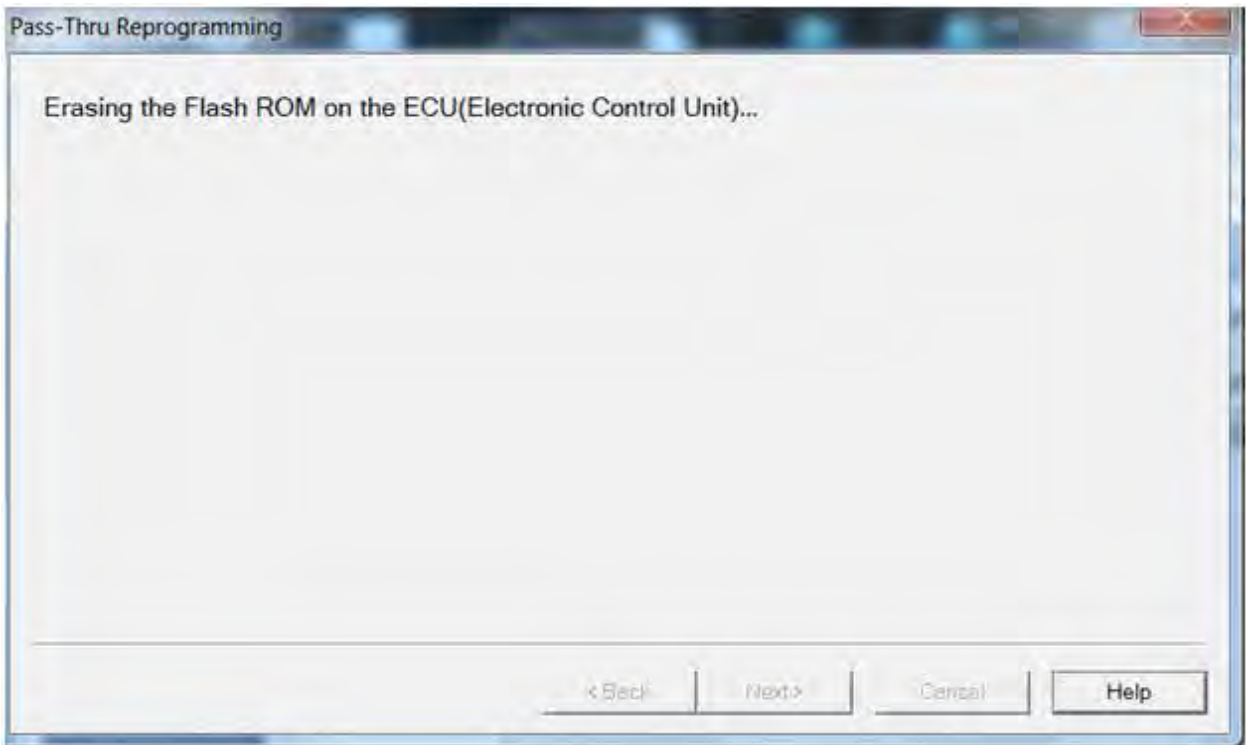
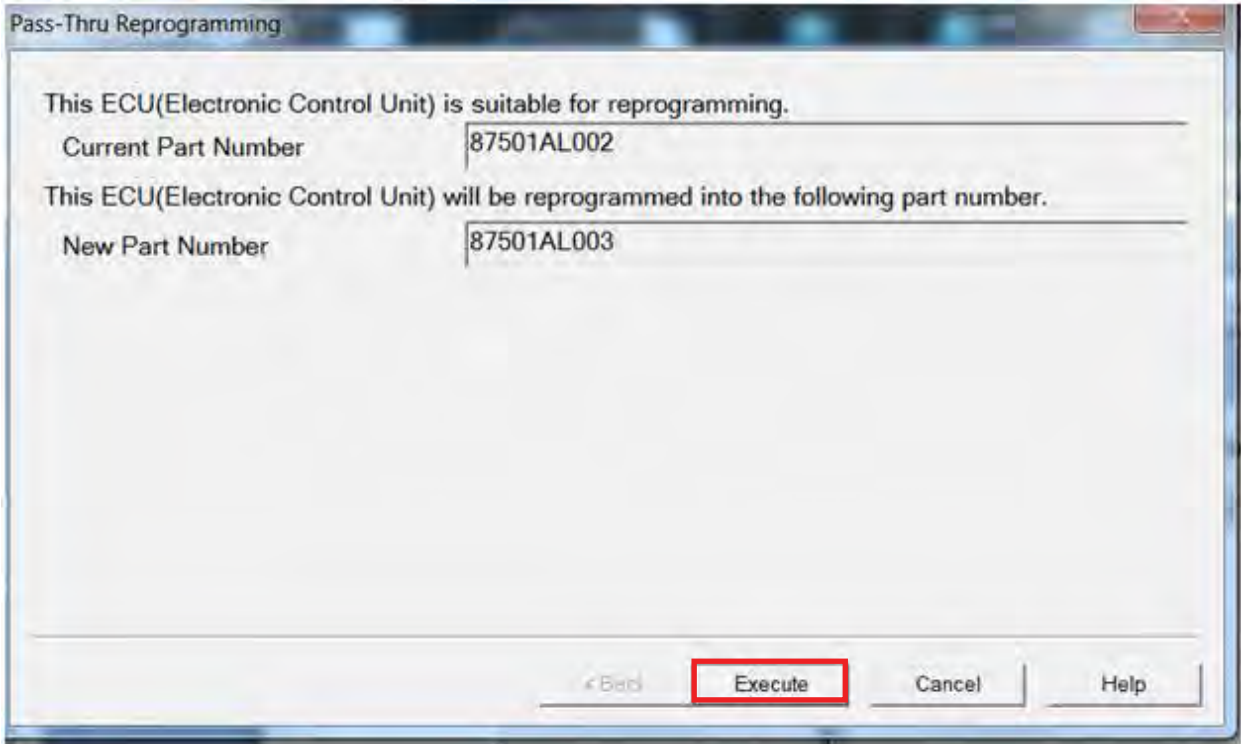
Using the drop down boxes, select the applicable vehicle
Under Search Result, highlight applicable file, click “Continue”

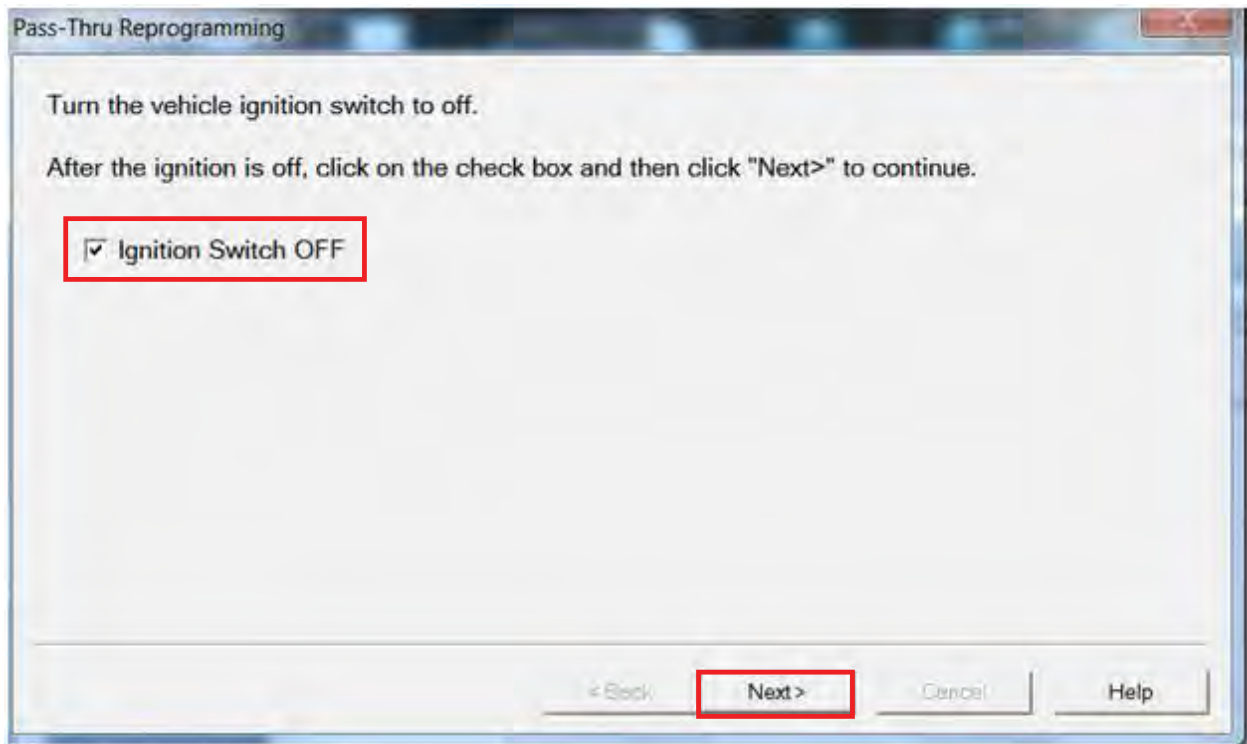
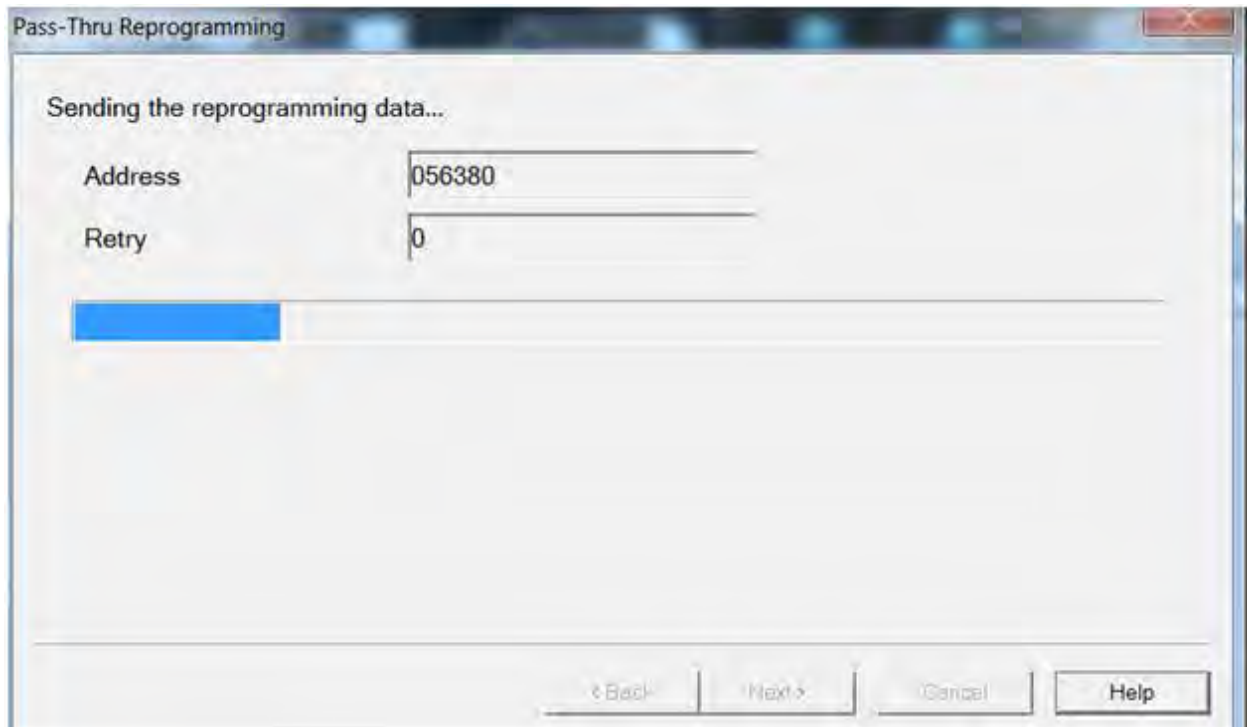


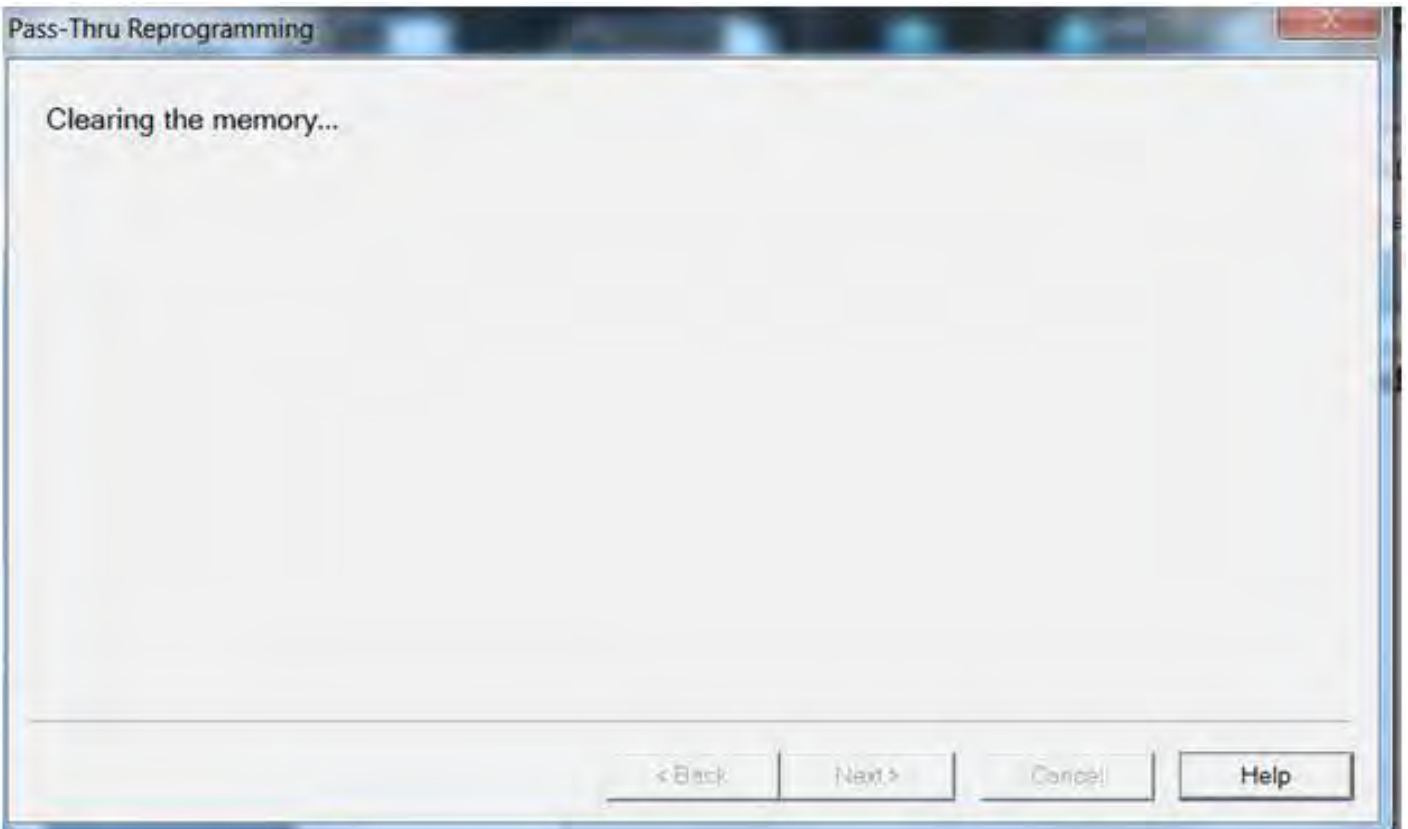
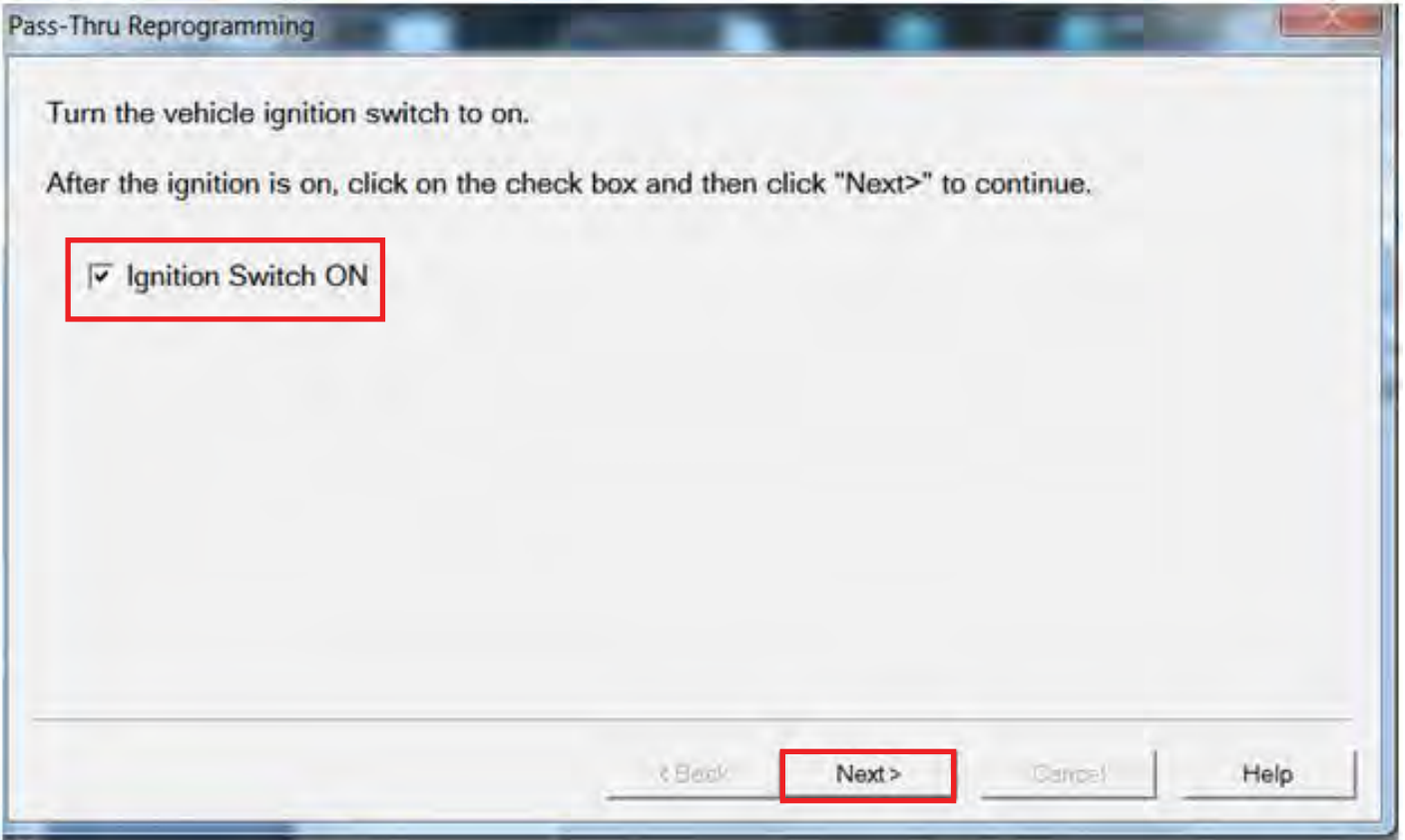
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Reprogramming is now complete.
Turn the vehicle ignition switch to off.

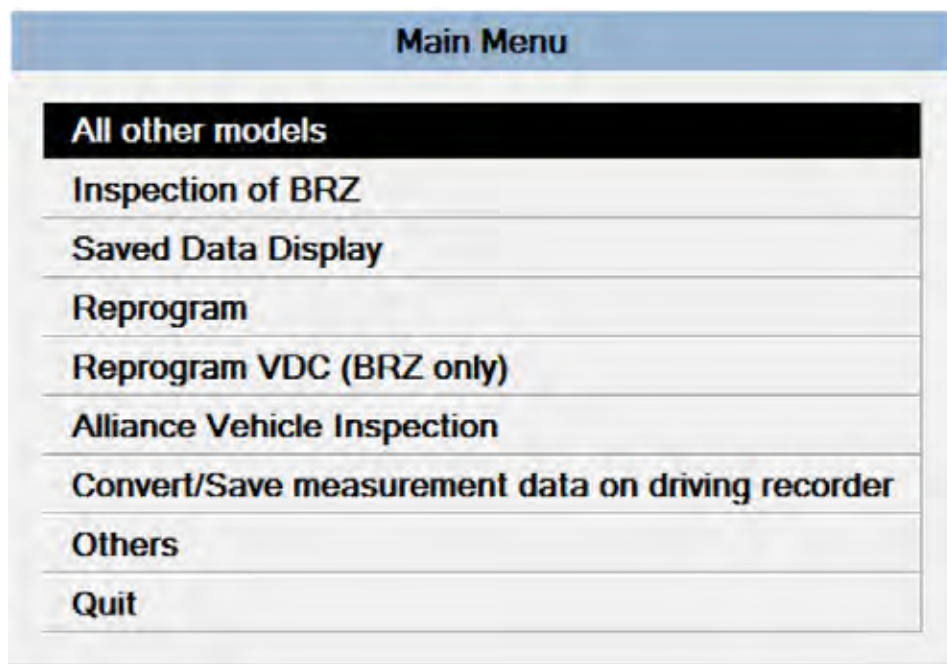
< Back

Finish

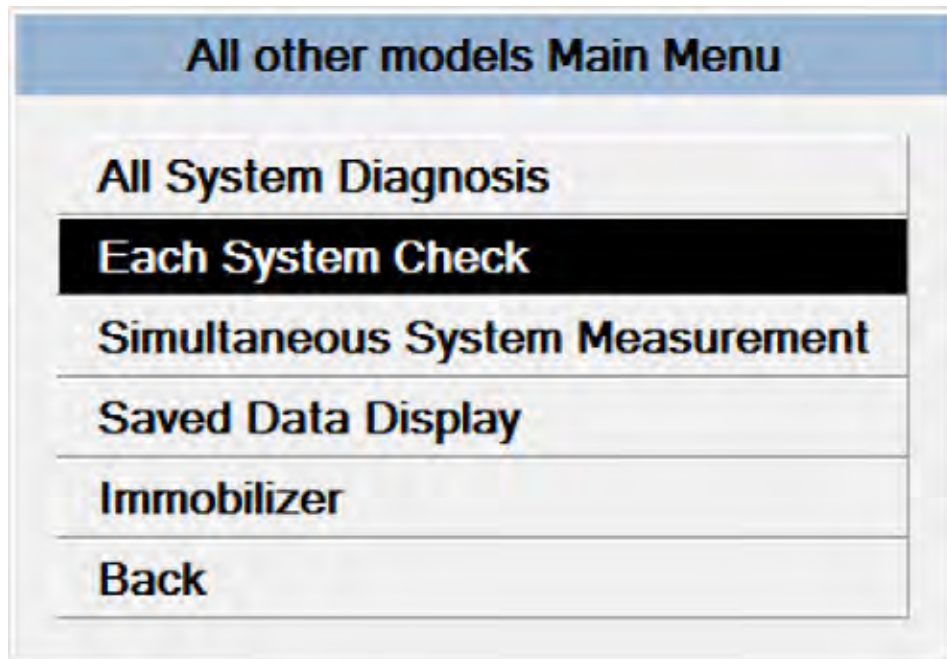
Help >

After reprogramming verify the Control Software Version* using the SSMIII as follows.

Select “All other models”



Select “Each System Check”



Select “ADA adaptive cruise control system”

System Selection Menu
Engine Control System
Transmission Control System
Cruise Control System
Brake Control System
Entry VIN
Tire pressure monitor
Integ. unit mode
Occupant Detection System
Impact Sensor
Airbag System
Brake Vacuum Pump System
Keyless Unit Mode
Air Suspension System
Air Condition System
Power Steering System
Keyless access system
ADA adaptive cruise control system
OBD System
Automatic Light and Wiper system
Combination meter

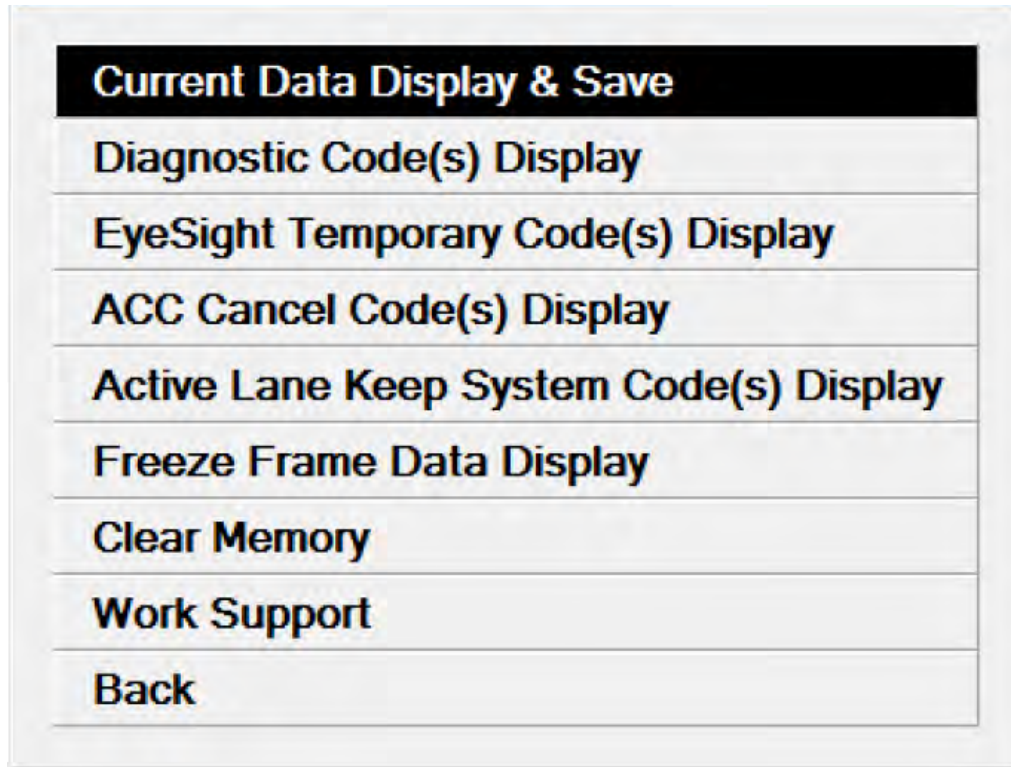
Select the highlighted box below

ADA adaptive cruise control system
EyeSight (from 2009MY)
ADA camera type (until 2008MY)
Adaptive cruise control, radar type
Back

Click “OK”



Select “Current Data Display & Save”



Verify the value of “Control Software Version”

Number of samples: 15
12/15 (1 item pending state)

Item	Value	Unit	Maximum	Minimum	Average
<input type="checkbox"/> Camera ID	014409170410				
<input checked="" type="checkbox"/> Control Software Version	00008394				
<input type="checkbox"/> Recognition Software Version	IF401004				
<input type="checkbox"/> Model Registration	521108446910				
<input type="checkbox"/> ECU Power Supply Voltage (IG)	11.5	V	11.5	11.5	11.5
<input type="checkbox"/> Initial Aiming Completion Status	Finished				
<input type="checkbox"/> Aiming Completion Status	Not Finish				
<input type="checkbox"/> Ignition SW ON Count	2675	Time	2675	2675	2675
<input type="checkbox"/> Trip Meter	13022.5	km	13022.5	13022.5	13022.5
<input type="checkbox"/> Front Axle Wheel Average Speed	0.00	km/h	0.00	0.00	0.00
<input type="checkbox"/> Engine Speed	0	rpm	0	0	0
<input type="checkbox"/> Accelerator Opening Angle	0	%	0	0	0
<input type="checkbox"/> ETC Throttle Angle Signal	7	%	7	7	7
<input type="checkbox"/> Steering Angle Sensor Value (Ri...)	8.8	deg	8.8	8.7	8.7
<input type="checkbox"/> Longitudinal G Sensor Value (D...)	0.0	m/s ²	0.0	0.0	0.0
<input type="checkbox"/> Brake Fluid Target Pressure	0.000	MPa	0.000	0.000	0.000
<input type="checkbox"/> Master Cylinder Actual Fluid Pre...	0.00	MPa	0.00	0.00	0.00
<input type="checkbox"/> Right Front Wheel W/C Actual Fl...	0.00	MPa	0.00	0.00	0.00
<input type="checkbox"/> Left Front Wheel W/C Actual Flu...	0.00	MPa	0.00	0.00	0.00
<input type="checkbox"/> Target Torque	-100.0	Nm	-100.0	-100.0	-100.0
<input type="checkbox"/> Actual Engine Torque	14.8	Nm	14.8	14.8	14.8
<input type="checkbox"/> Engine Torque Down Target Val...	408.0	Nm	408.0	408.0	408.0
<input type="checkbox"/> Warning Code	No alarm				

Continued...

RECALL IDENTIFICATION LABEL

Type or print the necessary information on a Recall identification label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302. Ordering qty 1 = 1 sheet of 20 labels.

SUBARU
Campaign Code
WQS-54
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this recall will be based on the submission of properly completed repair order information. Dealers may submit claims through Vehicle Claim Entry on Subarunet.com.

CLAIM TYPE	CAMPAIGN CODE	LABOR	DESCRIPTION	LABOR TIME
RC	WQS-54	A106-778	Driver Assist System Delay in Warning Indicator	0.4

Continued...

OWNER NOTIFICATION LETTER

IMPORTANT SAFETY RECALL

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



SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

**Subaru Recall Campaign WQS-54
NHTSA Recall No. 15V-366
July 2015**

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 certain 2015 model year Legacy vehicles, 2015 model year Outback vehicles, 2015 model year Impreza vehicles, 2015 model year XV Crosstrek vehicles and 2016 model year WRX vehicles equipped with the EyeSight Driver Assist System.

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

DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD

In the event of a brake lamp switch failure, the automatic pre-collision braking feature of your vehicle's EyeSight Driver Assist System will not operate even though the "Obstacle Detected" warning will be displayed to alert the driver that a frontal collision may be imminent. If the driver does not manually apply the brake pedal, when appropriate, in response to the warning, there may be an increased risk of a crash, possibly resulting in personal injury or death.

Upon noticing the "Obstacle Detected" warning, the driver should manually apply the brake pedal, when appropriate, to safely stop the vehicle. THE BRAKES IN YOUR VEHICLE WILL CONTINUE TO OPERATE NORMALLY DESPITE THE UNAVAILABILITY OF AUTOMATIC PRE-COLLISION BRAKING.

REPAIR

Subaru will reprogram the EyeSight Driver Assist System in your vehicle at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have the EyeSight Driver Assist System in your vehicle reprogrammed.

As a precaution, until this repair is performed, upon noticing the "Obstacle Detected" warning, you should manually apply the brake pedal to safely stop the vehicle. If you do not, the EyeSight Driver Assist System will not automatically apply the brakes for you.

You should also avoid using the EyeSight Driver Assist System's adaptive cruise control feature until this repair is performed. Adaptive cruise control will not automatically apply braking when the vehicle you are following reduces its speed. Instead it will operate in a manner similar to ordinary cruise control, requiring you to manually apply the brake pedal to ensure that there is sufficient following distance.

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HOW LONG WILL THE REPAIR TAKE?

The time to reprogram the EyeSight Driver Assist System is approximately 25 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. Please present this letter to your Subaru retailer at the time this repair procedure is performed.

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 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 and the most Frequently Asked Questions, please go to:

- <http://www.wqs54.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: 1-800-SUBARU3 (1-800-782-2783)
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

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, 1200 New Jersey Ave. SE, West Building, Washington, DC 20590 or call the toll free Auto 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 to have this repair performed.

Sincerely,
Subaru of America, Inc.

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.)

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