



**To:** All Subaru Retailers  
**From:** Subaru of America, Inc. – Service Operations  
**Date:** **July 29, 2025**  
**Re:** **EyeSight Class Action Settlement**

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Subaru of America, Inc. has reached a preliminary settlement in a class action lawsuit regarding the EyeSight system in certain Subaru vehicles. As part of this settlement, all current and former owners and lessees of included vehicles will receive a warranty extension for coverage of certain components of the EyeSight System in their vehicle. The following information is being provided to assist you in responding to customer inquiries.

Affected customers will be notified of the settlement on 7/29/25. Please ensure that your Service Managers and Advisors are familiar with this information and that it can be found in Service Bulletin 07-235-25. Additional information will be available on the settlement website at [Home | Subaru EyeSight Settlement](#).

**Q: What vehicles are affected by this class action settlement?**

This settlement involves about 3.4M vehicles distributed by SOA in the continental US, specifically including the vehicles below if they were equipped with EyeSight (excluding vehicles with EyeSight Version 4):

2013- 2022MY Legacy  
2013- 2022MY Outback  
2015-2023MY Impreza  
2015-2023MY Crosstrek  
2014-2021MY Forester  
2019-2022MY Ascent  
2016-2021MY WRX  
2022 and 2024MY BRZ

**Q: What are the terms of the settlement?<sup>1</sup>**

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<sup>1</sup> The EyeSight components in these vehicles were properly designed and manufactured, and they perform as intended, providing valuable safety features for our customers. This settlement was reached simply to avoid the time, expense, and uncertainty of litigation. Customers who wish to better understand the capabilities and limitations of their vehicle's EyeSight system should be referred to the EyeSight Owner's Manual that accompanied their vehicle.

The warranty extension provides the following based upon the age and mileage of the vehicle at the time of the extension notification:

1. The vehicle's original 3-year/36,000-mile New Vehicle Limited Warranty will be extended by 1 year or 12,000 miles, whichever comes first.
  - 100% of a qualifying EyeSight repair will be covered if the vehicle is still within the original 3-year/36,000-mile New Vehicle Limited Warranty at the time of repair.
  - 75% of a qualifying EyeSight repair will be covered by SOA if the vehicle is within the 1-year/12,000-mile warranty extension period. The remaining 25% will be the responsibility of the customer.
2. If the extended warranty period would be expired prior to 7/29/25, then there will be a 4-month coverage period that expires on 11/29/2025.
  - 75% of a qualifying EyeSight repair will be covered by SOA if the vehicle is within this 4-month alternative coverage period. The remaining 25% will be the responsibility of the customer.

**Q: What repairs are covered by the EyeSight warranty extension?**

This extension will cover the repair or replacement of a diagnosed and confirmed failure of Pre-Collision Braking, Rear Automatic Braking, and/or Lane Keep Assist due to a confirmed failure or malfunction of the EyeSight camera assembly and/or the vehicle's rear sonar sensors. Please refer to TSB 07-235-25 for diagnostic and repair information.

Please refer to the Eyesight Owner's Manuals on STIS for information regarding normal operation of the EyeSight system.

**Q: Should the customer portion be at warranty rates or customer pay rates?**

The calculation to understand what the claim would pay and what the customer's responsibility would be is based on the total value of the warranty extension claim. As a result, the customer portion must be calculated at warranty rates.

**Q: Can retailers submit the customer portion of warranty extension as Policy Adjustment or contact Retailer Direct for goodwill?**

No. This extension is part of a class action settlement, and it is important that retailers adhere to the settlement coverage and reimbursement terms of that settlement. If there is a percentage of the repair that is the customer's responsibility, then retailers may not submit the customer portion as Policy Adjustment.

Additionally, retailers should not contact Retailer Direct for goodwill towards the 25% customer pay portion, or direct customers to CAD for reimbursement of the 25% customer pay portion.

**Q: What should I do if I encounter a vehicle that should be included in this settlement, but does not have an extension on the vehicle?**

Customers receiving notification of the class action settlement have the right to opt out of the settlement. In that case, their vehicle would not receive the extended warranty. Please contact the Subaru Claims Helpline (866-782-2782) to verify the status of a specific VIN.

**Q: For customers who paid for prior repairs, will there be reimbursement?**

Yes. Customers who paid for qualifying EyeSight repairs prior to this settlement may be eligible for reimbursement of certain out-of-pocket expenses incurred. Customers should be directed to the FAQ section of the settlement website ([Home | Subaru EyeSight Settlement](#)) for instructions on how to submit a Claim Form and what specific information is required for review.

**Q: What retailer resources exist for this proposed settlement?**

TSB 07-235-25 provides specific information regarding the applicable concerns, related repair process and procedures, and claim instructions. You can find additional information about this settlement at [www.eyesightsettlement.com](http://www.eyesightsettlement.com).

**Q: If customers have questions regarding the proposed settlement, where should they be directed?**

A postcard notice regarding this settlement will be sent to customers on 7/29/2025. Additionally, customers can refer to the settlement website at [Home | Subaru EyeSight Settlement](#). Customers with additional questions can also contact the settlement administrator at 866-287-0742.