

ATTENTION:

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

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

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2013-22MY Outback & Legacy
 2015-23MY Impreza & Crosstrek
 2014-21MY Forester
 2016-21MY WRX/STI
 2019-22MY Ascent
 2022-24MY BRZ

NUMBER: 07-235-25
DATE: 07/29/25

SUBJECT: EyeSight Warranty Extension

INTRODUCTION:

In the interest of customer satisfaction Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty coverage in the models listed above for the selected EyeSight & Reverse Automatic Braking (RAB) components. A customer may report an instance of “phantom braking” or the EyeSight/RAB systems causing unnecessary stoppage/slowing of the vehicle. If any of these concerns can be duplicated, and the applicable service manual’s diagnostic steps lead to a recommendation for replacing one of the listed components, those components will be covered under this warranty extension. The components are listed below.

- EyeSight Camera Assembly
- RAB Sonar Sensor
- RAB Control Unit

The 3-year/36,000-mile New Car Limited Warranty will be extended by 1 or 12,000 miles, whichever comes first. Qualifying EyeSight repairs will be covered 100% if the vehicle is still within the original 3 year/36,000 mile New Car Limited Warranty. Qualifying EyeSight repairs will be covered 75% during the 1 year/12,000 mile extension period, with the remaining 25% being the responsibility of the customer.

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, regardless of vehicle age or mileage. Qualifying EyeSight repairs will be covered 75% during the 1 year/12,000 mile extension period, with the remaining 25% being the responsibility of the customer.

NOTE: The portion of the repair that is the customer’s responsibility CANNOT be submitted as Policy Adjustment. Additionally, retailers should not contact Retailer Direct for goodwill toward the 25% customer pay portion, or direct customers to CAD for reimbursement of the 25% pay portion.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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Continued...

ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this Warranty Extension before proceeding with any repair. See [sample](#) vehicle inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type	Description	Additional Mileage	Status
xx/xx/xxxx	xx/xx/xxxx	EYE	EyeSight Warranty Extension	12,000	Active

NOT ELIGIBLE CONCERNS:

- Physical damage such as camera lens contamination or accident related failures is **NOT** covered under this Extension.
- All replacement components **MUST** include a [customer interview](#).
- Vehicles with stored DTCs related to the EyeSight/RAB systems are **NOT** included in this Extension.
- Customers are responsible for full cost of diagnosis for any “no fault found” issues on vehicles outside of any current Warranty coverage.
- Eyesight calibration without the replacement of the affected component is **NOT** covered under this extension.

REIMBURSEMENT ELIGIBILITY:

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 File a Claim 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.

SERVICE INFORMATION:

Use the applicable section of the Service Manual, Diagnostics, EyeSight, Diagnostics with Phenomenon.

WARRANTY / CLAIM INFORMATION:

There have been no changes to the Warranty Labor Time Guide for EyeSight related repairs. Claim portal submission will automatically calculate 75% of claim total for eligible submissions.

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.