

# Part 573 Safety Recall Report

# 18V-935

**Manufacturer Name :** Subaru of America, Inc.

**Submission Date :** DEC 31, 2018

**NHTSA Recall No. :** 18V-935

**Manufacturer Recall No. :** WTZ-85



## Manufacturer Information :

**Manufacturer Name :** Subaru of America, Inc.

**Address :** One Subaru Drive

Camden NJ 08103

**Company phone :** 856-488-8500

## Population :

**Number of potentially involved :** 71,190

**Estimated percentage with defect :** 100 %

## Vehicle Information :

**Vehicle 1 :** 2018-2018 SUBARU LEGACY

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** 4-DOOR

**Power Train :** GAS

**Descriptive Information :** -Description of the issue: Due to a software related issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the head unit display will not boot, causing the screen to remain blank. In this condition, while backing the vehicle, the rearview image may not be displayed.

-The basis for how the recall population was determined: Vehicles equipped with a certain combination of hardware and software are affected.

-How the recalled products differ from products that were not included in the recall: Vehicles not included in the recall have a different head unit supplier or have a different hardware/software combination.

The recall population includes certain 2018 model year Legacy vehicles. The number of affected Legacy vehicles is 7,279.

**Production Dates :** MAY 18, 2017 - JUL 23, 2018

**VIN Range 1 : Begin :**

NR

**End :** NR

Not sequential

**Vehicle 2 :** 2018-2018 SUBARU OUTBACK

**Vehicle Type :** LIGHT VEHICLES

**Body Style :** STATIONWAGON

**Power Train :** GAS

**Descriptive Information :** -Description of the issue: Due to a software related issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the head unit display will not boot, causing the screen to remain blank. In this condition, while backing the vehicle, the rearview image may not be displayed.

-The basis for how the recall population was determined: Vehicles equipped with a certain combination of hardware and software are affected.

-How the recalled products differ from products that were not included in the recall: Vehicles not included in the recall have a different head unit supplier or have a different hardware/software combination.

The recall population includes certain 2018 model year Outback vehicles. The number of affected Outback vehicles is 61,443.

Production Dates : JUL 07, 2017 - JUL 23, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 3 : 2018-2018 SUBARU BRZ

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

**Descriptive Information :** -Description of the issue: Due to a software related issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the head unit display will not boot, causing the screen to remain blank. In this condition, while backing the vehicle, the rearview image may not be displayed.

-The basis for how the recall population was determined: Vehicles equipped with a certain combination of hardware and software are affected.

-How the recalled products differ from products that were not included in the recall: Vehicles not included in the recall have a different head unit supplier or have a different hardware/software combination.

The recall population includes certain 2018 model year BRZ vehicles. The number of affected BRZ vehicles is 2,468.

Production Dates : AUG 29, 2017 - AUG 30, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Noncompliance :

**Description of the Noncompliance :** Due to a software related issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle. If this occurs, the head unit display will not boot, causing the screen to remain blank. In this condition, while backing the vehicle, the rearview image may not be displayed.

FMVSS 1 : 111 - Rearview mirrors

FMVSS 2 : NR

**Description of the Safety Risk :** The failure to display the rearview image creates a noncompliance with the requirements of FMVSS 111 – Rear Visibility, increasing the risk of a crash.

**Description of the Cause :** Due to a software related issue, the head unit memory retrieval and assembly time may exceed the designed time to begin the boot-up cycle.

**Identification of Any Warning that can Occur :** N/A

## Supplier Identification :

### Component Manufacturer

**Name :** Harman International Industries, Inc.  
**Address :** 400 Atlantic Street  
Stamford CONNECTICUT 06901  
**Country :** United States

## Chronology :

Chronology provided via separate attachment (i.e. Subaru Chronology (WTZ-85).pdf)

## Description of Remedy :

**Description of Remedy Program :** Subaru retailers will reprogram the head unit software on affected vehicles for free.

**How Remedy Component Differs from Recalled Component :** The software has been updated to a corrected version.  
Recalled Component Name: NAVI ASSY  
Recalled Component Description: NAVIGATION  
Recalled Component Part numbers: 86471AL67A, 86471AL68A, 86271CA680

**Identify How/When Recall Condition was Corrected in Production :** The affected program was corrected for Legacy, Outback and BRZ vehicles from the beginning of 2019MY production.

## Recall Schedule :

**Description of Recall Schedule :** Owner notification will occur within 60 days. Dealer notification is scheduled to begin on or about January 2, 2019.  
**Planned Dealer Notification Date :** JAN 02, 2019 - JAN 02, 2019  
**Planned Owner Notification Date :** FEB 28, 2019 - FEB 28, 2019

\* NR - Not Reported