

- 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

PRODUCT CAMPAIGN BULLETIN

APPLICABILITY: 2018 Model Year Legacy and Outback Vehicles **NUMBER:** **WTW-82R**
SUBJECT: Combination Meter Reprogramming **NHTSA ID:** 18V-773
DATE: 12/11/18
REVISED: 11/08/19

INTRODUCTION:

Subaru of America, Inc. (Subaru) is recalling all 2018 model year Legacy and Outback vehicles to reprogram the combination meter software to correct an error in the driving range indicator calculation in the multi-information display. A total of 228,648 U.S. vehicles will be affected by this recall.

UPDATE - February 4, 2019

Reprogramming tools have been shipped to all retailers, and the status of this recall is now listed as “Open” for all affected vehicles. Therefore, repairs can now be performed on all affected vehicles.

Owner Notification

Owner notification is scheduled for February 20, 2019. Owners will be notified by first class mail, and by email if a valid email address is on file. A copy of that owner notification letter is included at the end of this bulletin.

AFFECTED VEHICLES:

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com.

Model Year	Carline	Production Range
2018	Legacy	All
2018	Outback	All

DESCRIPTION OF THE ISSUE AND SAFETY RISK:

Due to a software programming error, the calculation of the remaining fuel may be incorrect, especially near the end of the fuel tank capacity.

The low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator in the multi-information display may indicate a positive distance-to-empty (DTE) when no usable fuel is remaining.

If the driver continues to operate the vehicle, the vehicle may run out of fuel, causing the engine to stall. If the engine were to stall, there is an increased risk of a crash.

<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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DESCRIPTION OF THE REMEDY:

Subaru retailers will reprogram the combination meter software. The reprogramming tools needed to perform this repair are now available and have been shipped to each retailer, free of charge.

RETAILER 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. Therefore, 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 may be subject to civil penalties of up to \$6,000 per violation (i.e., for each vehicle), as provided in 49 CFR §578.6 and will also be in breach of the Subaru Retailer Agreement.

OWNER NOTIFICATION:

Subaru notified affected vehicle owners of this recall by first class mail on December 17, 2018.

The December 17, 2018 notification was an interim notification advising the affected owners of the recall; that the remedy was not available yet; and that they would be re-notified once the remedy is available. A copy of that interim owner notification letter is included at the end of this bulletin.

Owner notification is scheduled for February 20, 2019. Owners will be re-notified by first class mail, and by email if a valid email address is on file. A copy of that owner notification letter is included at the end of this bulletin.

RETAILER AFFECTED VIN LISTS:

Subaru retailer have been provided with an affected VIN list from their Zone Office. Vehicles have been 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.

Continued...

IMPORTANT: Retailer affected VIN lists include information for vehicles affected by this recall. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners’ names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this recall.

SERVICE PROCEDURE / INFORMATION:

Tools Required:

- Plastic Trim Stick
- Small flashlight (not required but can come in handy)
- Philipps Screwdriver (magnetic tip preferred)
- 1/4” Drive Ratchet
- 1/4” 10mm Deep Socket (or shallow w/ short extension)
- 1/4” 12mm Socket (Deep or Shallow)
- Large CLEAN cloth or hand towel
- Reprogramming Tool – Part Number 85009AL000
- Subaru Select Monitor 4 (SM4)

Step 1: Connect the SM4 and navigate to Work Support for the Combination Meter. Click on “Software information” and confirm the current software version. Refer to the table below for the version ID information. **The first 4 digits** of the Software information number signify the version number. If the first 4 digits show an “After Update” version ID, record the VIN and Mileage so this campaign can be closed out in the Claims system. If the version ID is found to be 3071 or 3092 the campaign may be closed. Apply campaign label and see the end of this bulletin for claim information.

MY	Before Update	After Update
2018	3050	3071*
	3070	

**3092 is also after update and may be found if the meter has been previously replaced with one supplied through United Radio.*

Step 2: Adjust the steering column all the way down and fully extend it to provide the maximum clearance for removing the combination meter.

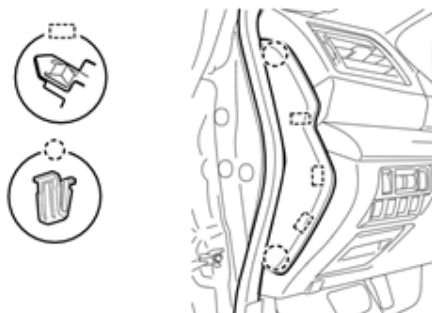
Step 3: While holding / supporting the battery sensor with 1 hand (to keep it from turning), use a 12mm socket to remove the negative battery cable. **DO NOT** remove the sensor from the battery post.

TIP: Put a rag over the sensor to help keep hands from getting greasy.



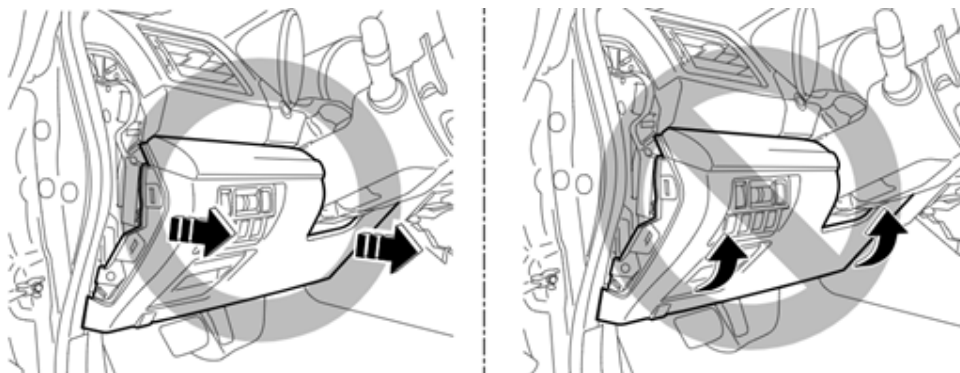
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Step 4: CAREFULLY remove the IP end cover using the plastic trim stick. There is a retaining clip at the top and bottom with 3 locating pins in between.



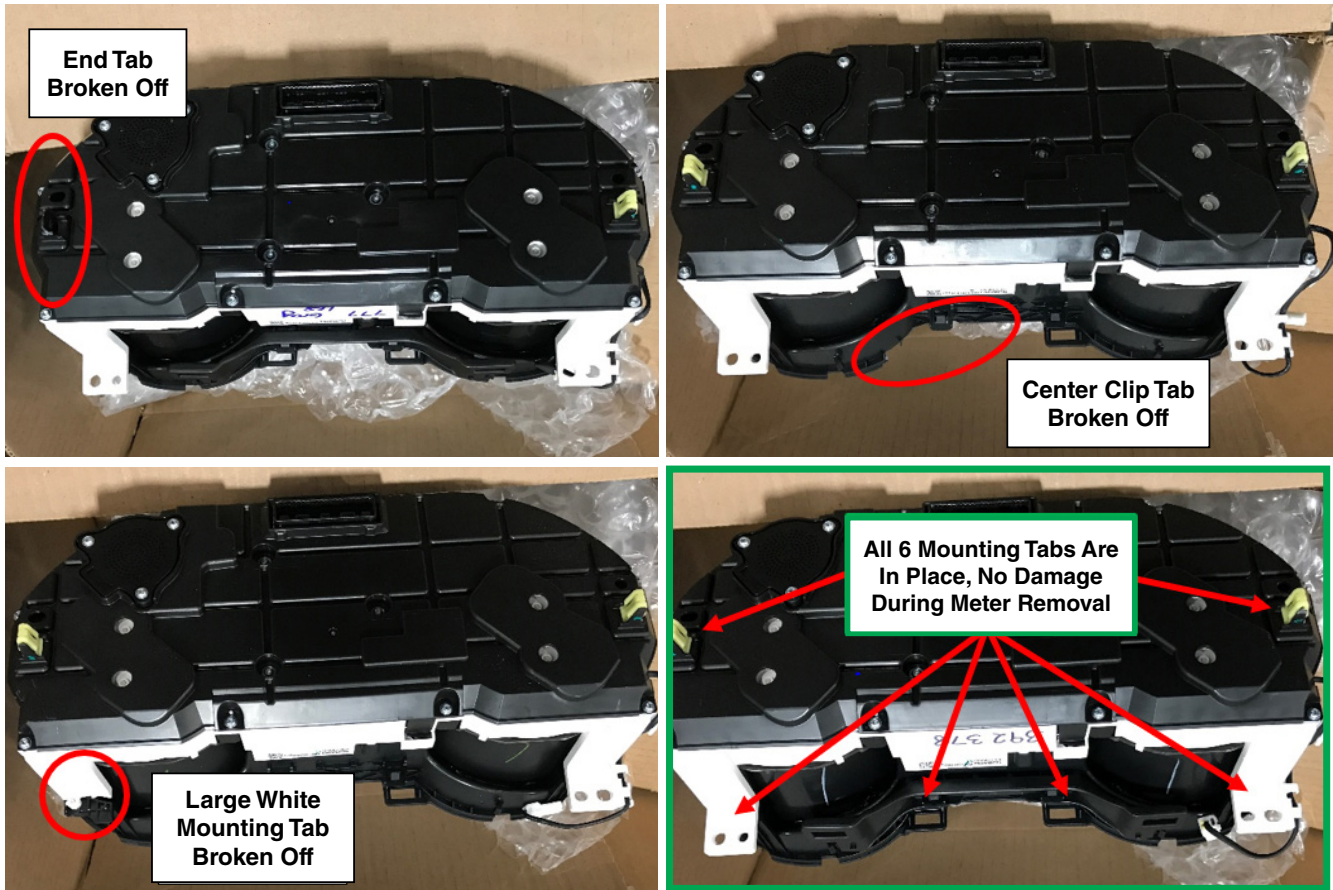
Step 5: Remove the philipps screw and release the 1 clip on the end portion of the trim shown in the photo. Then, CAREFULLY release and lower the lower IP trim panel by pulling it straight back toward you. **DO NOT** try to “peel” it up from the bottom. Leave all switches and the aspirator tube connected. Support the lower IP trim so there is no tension on the switch connections or harnesses.

TIP: The lower undercover does not need to be removed. Leave it attached to the lower IP trim panel.



Continued...

REMINDER: Before proceeding to **Step 6** below, it cannot be stressed enough for Technicians to **TAKE THEIR TIME** when removing and reinstalling the combination meter. The photos below illustrate what can happen to the meter assembly when not performing these steps **CAREFULLY**. These 3 examples all show damage caused by outside influence which is not a matter for warranty.

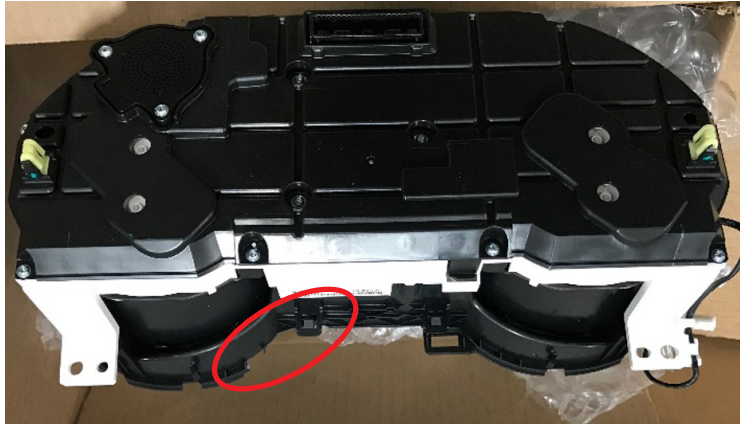


Step 6: NOTE: Previously, the removal procedure showed releasing the top claws on each end then grasping the bezel with the thumb and forefinger and pulling straight back to release the 2 center retaining clips.



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Reports of damaged meter housings as shown in the example photos below have necessitated revisions to this step.



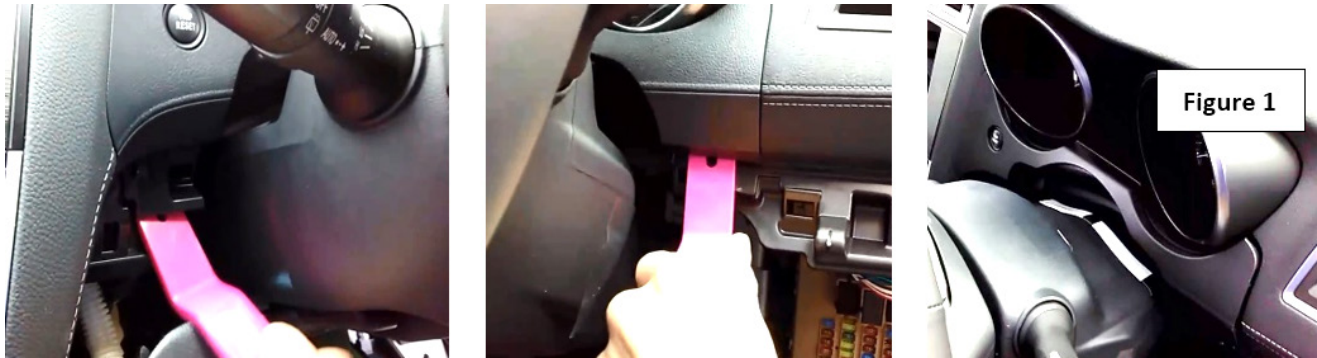
Use the photos below for reference when **CAREFULLY** removing the combination meter lower trim bezel.

- Release the top claws on both sides using a trim stick as previously recommended.

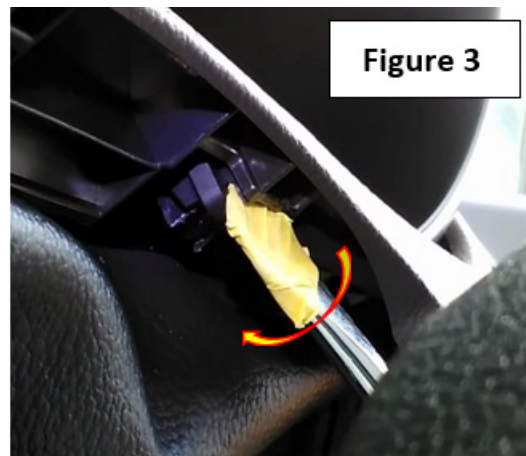
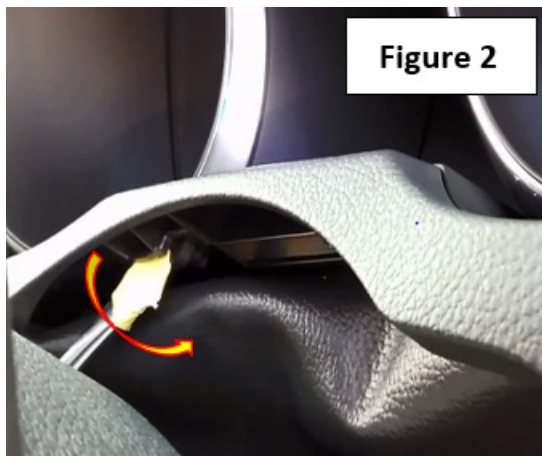


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- Release the lower claws on both ends of the bezel using a trim clip removal tool as shown. When all four corners are released, the bezel will appear loose as shown in **Figure 1** below **BUT**, there are 2 more upper / center retaining clips which must be **CAREFULLY** released from underneath before the bezel can be removed.



- Use a flat-blade screwdriver with protective tape added shown in **Figure 2** and **3** below works well. A **CAREFUL** twist of the tool will release the clips. **NOTE:** These 2 center clips will likely require more effort to release the first time than in the future if necessary.



- Once the bezel is loose, disconnect the trip reset button harness connector and put the piece aside. On Push Start models, **LEAVE THE START SWITCH CONNECTED** and just flip the bezel over toward the radio. Cover the bezel with a clean shop cloth to make sure does not scratch the audio unit face or any surrounding trim.



Continued...

Step 7: Use a trim stick to release the 4 clips holding the fabric “gap cover” trim to the steering column cover. A good thumbnail works to create a gap for inserting the trim stick. Insert the trim stick and work across to remove the trim as shown in the photo sequence below. **NOTE:** The gap cover fabric is “attached” to a plastic reinforcement piece that clips onto the underside of the combination meter. Leave it attached to the combination meter. **NEVER** pull on the fabric as it is only lightly attached.



Step 8: Remove the 2- 10mm bolts from the underside of the visor and the 2 philipps screws on the bottom corners of the combination meter. **TIP:** Use a finger under the head of the screw to keep from dropping it inside the IP.



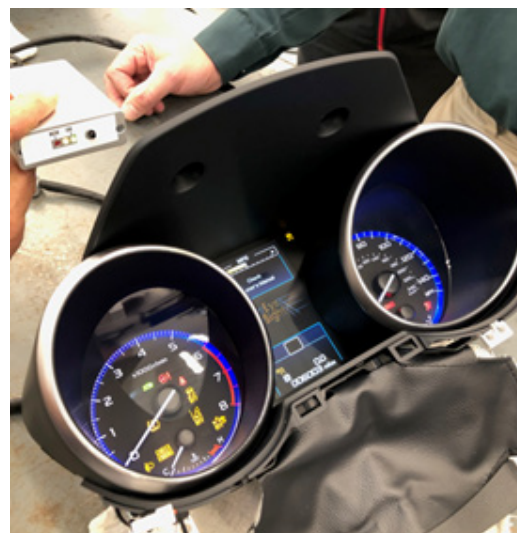
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Step 9: Cover the steering column cover with a clean cloth or towel to protect it while removing and reinstalling the combination meter. **CAREFULLY** pull the meter toward you enough to get a hand behind it. Press the lock tab on the wiring harness connector and unplug it. There is only the one connector. Once unplugged, remove the combination meter from the IP toward the right of the steering wheel.



Step 10: Plug the AC adapter of the reprogramming tool into 120v AC “house current” and the combination meter harness connector into the meter. The meter will power up and illuminate completely. The tool’s Yellow LED will illuminate. Press the black button to start the update. It takes about 70 seconds to complete.

	RED LED	GREEN LED	YELLOW LED
Reprogramming - Ready	OFF	OFF	ON
Reprogramming - Running	OFF	OFF	BLINK
Reprogramming - Complete	OFF	ON	ON
Current Version Not Affected	BLINK	OFF	ON
Reprogramming Error	ON	OFF	ON
Power Off	OFF	OFF	OFF



While the update is happening, the Yellow LED will blink on and off. When the update is complete, both the Green and Yellow LEDs will both come on solid. At this point, should the Red LED come on, repeat this (Step 10) again from the beginning. After successful completion, unplug the tool harness from the combination meter and the power supply from the wall outlet. This “resets” the tool.

Step 11: Reinstall the combination meter, plug in the harness and listen for the “click” of the lock to confirm the connector is fully seated. Reassemble the IP in reverse order of disassembly.

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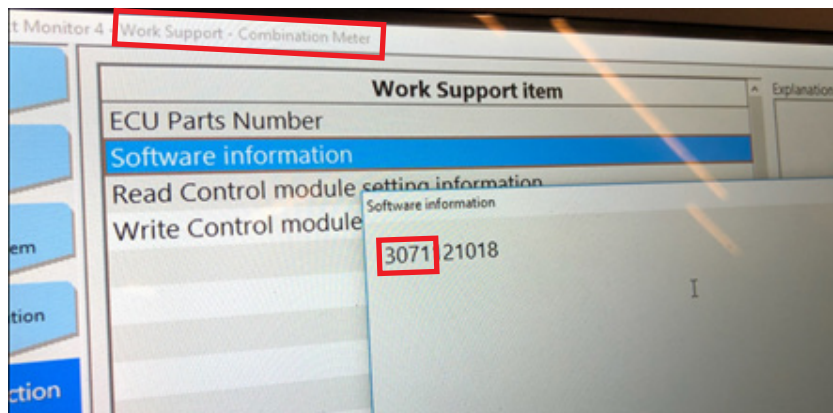
Step 12: Reconnect the battery cable while holding the battery sensor to support it with one hand and torque the 12mm nut to **5.5 ft. lbs.**



**(-) Ground Cable Nut
Torque to 7.5Nm
(5.5 ft.-lbs.)**

Step 13: Press the Trip Reset button to confirm the mileage and trip meter (NOTE: the trip meter is reset by this process but odometer mileage is retained) are displayed (this will also serve as a QC check to confirm the button harness was reconnected before the combination meter lower trim bezel was re-installed). Start the vehicle and confirm the rest of the combination meter operates normally.

Step 14: Connect the SM4 and navigate to Work Support for the Combination Meter. Click on “Software information” and confirm the update was successful. Refer to the table below for the version information. The **first 4 digits** signify the version number. The photo shows a successful update of a 2018 Outback (3071). Once a successful update is confirmed, the process is complete.



MY	Before Update	After Update
2018	3050	3071*
	3070	

**3092 is also after update and may be found if the meter has been previously replaced with one supplied through United Radio.*

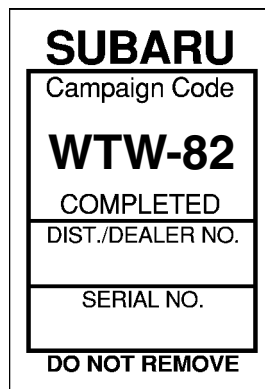
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SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign 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, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time	Recall/ Campaign Code	Claim Type
COMBINATION METER REPROGRAMMING FOR DISTANCE TO EMPTY FEATURE	A184-908	0.5	WTW-82	RC
INSPECTION ONLY / VERSION NUMBER CHECK/ REPROGRAMMING NOT NEEDED	A184-900	0.2		

This recall repair may be eligible to be performed at an alternate repair site—for example, a customer’s home or place of business, or at an auction—and not at the retailer’s main service facility. Repairs performed at an alternate repair site are subject to the requirements of Section 13.10 of the Claims Policies and Procedures Manual. These requirements will be strictly enforced. Please contact the SOA Claims Helpline if you have questions about the policy.

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.

Continued...

IMPORTANT SAFETY RECALL
This notice applies to the VIN below



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

Subaru Recall WTW-82
NHTSA ID 18V-773
December 2018 – Interim Notice

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 all 2018 model year Legacy and Outback vehicles. You received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS RECALL

Due to a software programming error, the calculation of the remaining driving distance until the fuel tank is empty may be incorrect, especially near the end of the fuel tank capacity.

The low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator in the multi-information display may indicate a positive distance-to-empty when no usable fuel is remaining.

If the driver continues to operate the vehicle, the vehicle may run out of fuel, causing the engine to stall. If the engine were to stall, there is an increased risk of a crash.

The remedy to correct this condition is not yet available.

Subaru is in the process of acquiring the reprogramming tools necessary to perform this repair. Once those tools are available, Subaru will contact you again by mail advising you to schedule an appointment with your Subaru retailer (Retailer). The reprogramming tools are expected to be available by the end of the first quarter of 2019.

As a precaution, please be sure to maintain at least one-quarter tank of gas in the vehicle, as indicated by the fuel gauge, until this repair can be performed.

WHAT SUBARU WILL DO

Once the necessary reprogramming tools to perform this repair are available, Subaru will reprogram the distance-to-empty logic in your vehicle at no cost to you.

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.

Continued...

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.
Customer-Retailer Services Department, Attention: WTW-82 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

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.wtw82.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: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services 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.

You may also contact the 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.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.

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.)

A subsidiary of SUBARU CORPORATION

IMPORTANT SAFETY RECALL
This notice applies to the VIN below



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

Subaru Recall WTW-82
NHTSA ID 18V-773
February 2019

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 all 2018 model year Legacy and Outback vehicles. You previously received a letter informing you of this recall, stating that the remedy was not yet available.

This letter is to inform you that the remedy to correct this condition is now available.

REASON FOR THIS RECALL

Due to a software programming error, the calculation of the remaining driving distance until the fuel tank is empty may be incorrect, especially near the end of the fuel tank capacity.

The low fuel warning light may not illuminate at the intended remaining fuel level and the driving range indicator in the multi-information display may indicate a positive distance-to-empty when no usable fuel is remaining.

If the driver continues to operate the vehicle, the vehicle may run out of fuel, causing the engine to stall. If the engine were to stall, there is an increased risk of a crash.

WHAT SUBARU WILL DO

Subaru will reprogram the distance-to-empty logic in your vehicle at no cost to you.

WHAT YOU SHOULD DO

You should contact your Subaru retailer (dealer) for an appointment to have the distance-to-empty logic in your vehicle reprogrammed, free of charge.

As a precaution, please be sure to maintain at least one-quarter tank of gas in the vehicle, as indicated by the fuel gauge, until this repair can be performed.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

HOW LONG WILL THE REPAIR TAKE?

The time to perform this software update is less than 30 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.

Continued...

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 on the reverse side of this letter.

**Subaru of America, Inc.
Customer-Retailer Services Department, Attention: WTW-82 Recall
P.O. Box 9103, Camden, NJ 08101-9877**

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.wtw82.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: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.
Attn: Customer-Retailer Services 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>.

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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.

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.)

A subsidiary of SUBARU CORPORATION