

**IMPORTANT SAFETY RECALL**  
This notice applies to the VIN identified  
in the address section printed below.



**SUBARU**

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

**Subaru Recall Campaign WTN-74**  
**NHTSA Recall No. 17V-132**  
**March 2017**

**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 2017 model year Impreza vehicles.

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

**DESCRIPTION OF THE SAFETY DEFECT AND SAFETY HAZARD**

Due to a software problem within the infotainment unit, the rearview camera image may not display properly. More specifically, the following may occur:

- During initial boot-up, a memory error may result in a **blank screen**; or
- If multiple processes occur at the same time, the **screen image may freeze**.

If the rearview camera image is not displayed properly, it may not provide an additional view of the area behind the vehicle to the driver when the vehicle is in reverse. As a result, there is an increased risk of injury or a crash.

**WHAT YOU SHOULD DO**

**You should immediately contact your Subaru retailer (dealer) for an appointment to have this recall repair performed.**

**Until the repair is performed, please use caution when driving in reverse. You should not rely upon the rearview camera when backing up. You should always check the rear view and the surrounding area by turning your head rearward and/or using the mirrors, and move backward at a slow speed.**

**REPAIR**

To correct this condition, Subaru will reprogram the infotainment unit with a software update. This repair will be performed at no cost to you.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to complete the repair is approximately 36 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment.

## **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](http://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](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wtn74.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: [www.subaru.com](http://www.subaru.com), Customer Support 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:  
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.

*A subsidiary of Fuji Heavy Industries Ltd.*

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.)*