

Important News - Please open and read immediately



## IMPORTANT SAFETY RECALL

**Distance-to-Empty Logic Reprogramming**  
**Subaru Recall WTW-82**  
**NHTSA ID 18V-773**

**Regarding VIN:** \_\_\_\_\_

**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 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.***

**LOCATE A RETAILER**

**CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

*If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://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.*

**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:**

**LOCATE A RETAILER**

*For additional information, please go to: [www.wtw82.service-campaign.com](http://www.wtw82.service-campaign.com)*

*If you need additional assistance, please contact us directly:*

- **By email:** Go to [www.subaru.com/customer-support.html](http://www.subaru.com/customer-support.html)
- **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 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 SUBARU CORPORATION*

**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.)*