

Subaru Chronology (WTZ-85)

June 12, 2018: SUBARU CORPORATION (Subaru) received the first technical report related to this issue. Subaru requested field part collection to begin a root cause analysis.

July 2018 - September 2018: During this period, parts were collected from the field and sent to the supplier for investigation.

October 9, 2018: The supplier submitted the investigation report to Subaru. This report found that a certain memory chip with a unique firmware algorithm could create longer read times. Vehicles equipped with the navigation system, which functions with two core processors as opposed to one in other units, may experience the timing delay due to the increased processing. Finally, the report found that the most recent software version restructures the boot process in such a way which, when installed on head units with the specific hardware, may allow for a time out of the boot process.

October 10, 2018: In conjunction with the returned parts inspection results from the supplier, it was determined that 32 field reports were related to this condition.

October 2018 – December 2018: Subaru and the supplier had a series of meetings to discuss the details of the supplier's investigation report and an upward trend in field reports.

Based on the combination of hardware and software factors found by the supplier and presented to Subaru on October 9, 2018, it was determined through production records that certain 2018 Outback, Legacy, and BRZ vehicles may be affected. In addition, certain 2018 Outback and Legacy vehicles, which did not have the combination of hardware and software factors when manufactured, may have had a routine software update or had a part replacement through a technical service bulletin issued in December 2017, and may also be affected.

December 14, 2018: In conjunction with the returned parts inspection results from the supplier, it was determined that 140 field reports were related to this condition.

December 21, 2018: Subaru completed the investigation and determined that FMVSS non-compliance exists and decided to conduct a recall. There are no known accidents or injuries related to this condition.