

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 11, 2020

New Subaru Safety Recall: **WRH-20 – Rear Visibility FMVSS 111 Non-Compliance**

Subaru of America, Inc. (Subaru) is recalling certain 2020 model year Legacy and Outback vehicles in which a firmware-over-the-air (FOTA) update to the Cockpit Control Module (CCM) software may have timed out during the update.

A timeout failure during the data writing sequence could cause the data to become corrupted, and if corrupted, may result in the Center Information Display (CID) going blank. The failure to display the rearview image in the timing specified and/or periodic loss of rearview image creates a noncompliance with the requirements of FMVSS 111 – Rear Visibility, increasing the risk of a crash.

Affected Vehicles

The number of U.S. vehicles affected by this recall is 7,741.

Not all vehicles listed below are included in this recall. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available today.

Model Year	Carline	Affected units
2020	Legacy	Refer to Vehicle Coverage Inquiry for WRH-20 Recall Applicability
2020	Outback	

Description of the Repair

Subaru retailers will reprogram the CCM software on the affected vehicles for free. If the CID is not properly displaying, the CCM will be replaced with a new and improved part for free.

Retailer Responsibility

Any vehicles listed in any recall/campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this safety recall is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Please be sure to download a copy of your complete inventory report from the Vehicle Inventory Dashboard available on subarunet.com to identify any vehicles with open recalls that may be in your retail, CPO, and SSLP inventory.

Owner Notification

Owner notification letters will be mailed in January 2021. Retailers will be notified when owner notification begins.

Service and Claim Instructions

Please refer to the WRH-20 Product Campaign Bulletin on STIS for detailed information.