Subarunet Announcement



TO: All Subaru Retailer Service Departments

FROM: SOA Service & Quality Dept.

ATTENTION: Subaru Service Manager, Shop Foremen, and Technicians

FROM: Subaru of America, Inc.

DATE: July 29, 2022

SUBJECT: TCM Damage During WRK-21 Programming

Recently following the release of the WRK-21 CVT Chain Guide Breakage, SOA's Techline started to receive some retailer inquiries regarding TCMs not accepting the testing/ temporary pak file or the final pak file and then failing to communicate.

Investigation of returned TCMs have found this to be a result of a few different scenarios including:

- TCM damage due to use of a standard battery charger or other unspecified battery maintainer, not the required DCA-8000 or GR-8 in (stabilized) power supply mode.
 NOTE: Use of power supply mode is reported to the BMIS website and can be confirmed by retailer management, Distributor management and SOA.
- TCM damage resulting from poor DCA-8000 battery connection due to corroded or worn charger connections. See below for replacement part information.
- TCM damage due to connection failure resulting from damaged / failed USB port on the SDS Notebook or DSTi, incorrect (unshielded) wrong specification cable used between SDS notebook and DSTi, and/ or failed OBD cable between DSTi and vehicle OBD port. See below for replacement part information.

All retailers are strongly encouraged to inspect and confirm the condition of all programming related equipment (DCA-8000, SDS Notebook, DSTi, Related Cables and Connections) prior to completing additional WRK or other control module updates to reduce the possibility of control unit damage.

Additionally ensure all technicians performing WRK-21 have reviewed and are familiar with all procedures as outlined in the recall bulletin.

Retailers are cautioned, if a TCM is damaged because of faulty equipment or incorrect procedures followed as part of the WRK programming update, the resulting debit would include **BOTH** the costs related to the TCM as well as the CVT assembly since damaging the TCM would require an automatic replacement of the CVT since the slip mileages cannot be retrieved.

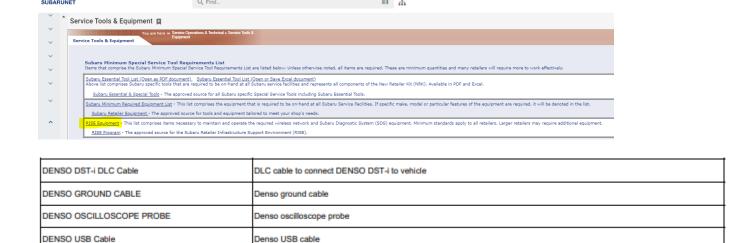
Need Replacement Parts:

DCA-8000 - See https://www.subaruretailersolutions.com/

Accessories

165-A754	Power Cord Replacement – 5M
165-A756	Replacement Charging Clamps – 3M
165-A761	Hand Held Scan Tool

SDS Notebook and DSTi- See https://www.subarunet.com/home/content/1306



Questions may be directed to SOA's Technical Helpline (Reprogramming Questions Only Please) or your District Service & Quality Manager (DSQM)