

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 10, 2019

WUU-06 ECM Reprogramming for DTC C1424 – Customer Satisfaction Service Program

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to reprogram the Engine Control Module (ECM) on certain 2019-2020MY Ascent and 2020MY Legacy & Outback vehicles. In some vehicles, the current software may cause the sub learning value control to operate improperly during the wake-up mode of the ECM. This could cause repeated erroneous learning of the accelerator position which can result in the disabling of the VDC function. When the VDC function is disabled, EyeSight, Reverse Automatic Braking (RAB), and Electronic Parking Brake (EPB) auto release functions are disabled by the VDC fail signal causing the VDC, EyeSight, RAB and EPB warning lamps to illuminate. This program effects approximately 115,729 vehicles.

Affected Vehicles

Model Year	Carline	Production Range	VIN Range
2019-2020	Ascent	March 5, 2018 – November 8, 2019	K3400001-L3428031
2020	Legacy	July 31, 2019 – October 9, 2019	L3002093-L3005628
2020	Outback	July 30, 2019 – October 5, 2019	L3100201-L3116059

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Description of the Repair

Subaru retailers will reprogram the ECM.

Owner Notification

Owner notification is expected to begin January 2020. Owners will be notified by first class mail, and by email if a valid email address is on file. Retailers will be advised when owner notification begins.

Retailer Responsibility

Retailers are to promptly perform this update on all affected vehicles in their inventory. Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the update has been made before selling or releasing the vehicle.

Any vehicles listed in a service program that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

Service and Claim Instructions

Please refer to the WUU-06 Service Program Bulletin on STIS.