

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

| | | |
|--|--|--|
| | | |
| | | |



QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2015 MY Legacy & Outback
SUBJECT: Service Campaign – Electronic Parking Brake Reprogramming

NUMBER: WTB-63R
DATE: 04/28/16
Revised: 10/09/20

INTRODUCTION

Subaru of America, Inc. (Subaru) is initiating a service campaign for all 2015 model year Legacy and Outback vehicles. Subaru has determined that vehicles affected by this Service Program require reprogramming of the Electronic Parking Brake (EPB) system.

The EPB system is designed such that the parking brake will apply upon initial activation and re-apply approximately 150 seconds (2 ½ minutes) after initial activation. Due to improper software programming of the EPB system, if an affected vehicle’s ignition switch is turned to the “ON” position at the same time the parking brake is re-applying, electric current will be provided continuously to the left rear EPB motor, eventually causing the motor to seize and prevent release of the parking brake. Should the left EPB motor seize, it will be necessary to replace the EPB Motor Gear Unit- EPB LH.

AFFECTED VEHICLES

- All 2015 model year Legacy vehicles
- All 2015 model year Outback vehicles

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

| MODEL YEAR | VEHICLE MODELS | STARTING PRODUCTION DATE | ENDING PRODUCTION DATE |
|------------|--------------------|--------------------------|------------------------|
| 2015 | Legacy and Outback | December 9, 2013 | July 21, 2015 |

OWNER NOTIFICATION

Notification letters will be sent by first class mail to owners of all potentially affected vehicles in April, 2016. A copy of the letter is included at the end of this bulletin.

RETAILER AFFECTED VIN LISTS

Each Subaru retailer will receive an affected VIN list from their Zone office when owner notification begins. Vehicles will be assigned to retailers in the affected VIN list as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.

Continued...

- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

IMPORTANT: Retailer affected VIN lists include owner name and address information for vehicles affected by this service program. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are urged to limit the use of these lists for the purpose of completion of this service program.

SUBARU RETAILER PROGRAM RESPONSIBILITY

Retailers are to promptly perform the applicable service procedures to correct 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 service program has performed 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
- Repaired in accordance with the repair procedures outlined in this Service Program Bulletin.

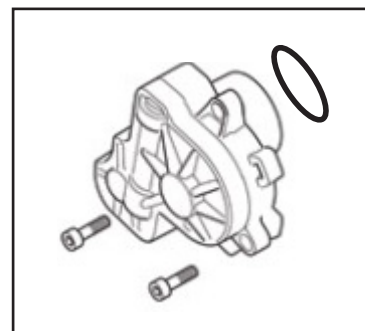
PAK FILE APPLICABILITY:

| MODEL | PAK FILE NAME | NEW VDCCM PART NUMBER | OLD VDCCM PART NUMBERS | DECRYPTION KEYWORD |
|---|----------------------|------------------------------|-------------------------------|---------------------------|
| 2015MY Legacy & Outback w/o EyeSight | 27596AL00C.pak | 27596AL00C | 27596AL00A, 27596AL00B | D13C880A |
| 2015MY Legacy & Outback w/ EyeSight | 27596AL01B.pak | 27596AL01B | 27596AL01A | 46951139 |

NOTE: These new reprogramming files will be included in the April, 2016 SSM software version update (FlashWrite version 5.0.2.4.). When making your Vehicle Spec. choices, scroll to the bottom of the list of CPU types and click on VDC to access the WTB-63 update file.

PART INFORMATION (only if necessary)

| Description | Part Number | Application |
|----------------------------|--------------------|--------------------|
| MOTOR GEAR UNIT KIT-EPB LH | 26669AL010 | Legacy / Outback |



Continued...

SERVICE PROCEDURE/INFORMATION:

This Service Procedure involves reprogramming of the Vehicle Dynamics Control module (VDCCM). In addition, if a concern exists with the Electronic Parking Brake (EPB) not releasing (this is an **extremely** rare occurrence), replacement of the left side (only) Motor Gear Unit (a.k.a. Actuator) will also be required.

IMPORTANT: If there is a customer concern of not being able to release the EPB, the left-side (only) EPB Motor Gear Unit and o-ring (the o-ring is one-time use and included in the new actuator kit) must be replaced following the Service Procedure (see 4. A: 2. for removal and 4. B: 2. for installation of the Parking Brake Actuator) in the applicable Service Manual **BEFORE** reprogramming the VDCCM.

Subaru of America, Inc. (SOA) highly recommends connecting the Subaru Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Follow the procedure as outlined in document GR8-1100 on STIS for use of the GR8's Power Supply Mode:

- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched **OFF** before setting up for Power Supply Mode.
- Select the correct battery type (Flooded, AGM or AGM Spiral).
- Select the CCA which matches the vehicle's battery (**NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery rating before proceeding.)
- If the "Charge Battery" **WARNING** appears, the battery **MUST** be charged before attempting reprogramming.
- **DO NOT** connect the DSTi or SDI until the GR8 Power Supply mode has completed its battery test mode and the Charging Voltage has dropped to a steady 13.5 Volts on the display.
- If the GR8 "beeps" or the Status Light flashes, a diagnostic charge should be performed on the battery before proceeding further.
- Once Power Supply Mode reaches a steady 13.5 volts, connect the DSTi or SDI to the OBD connector and initiate the reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming.

IMPORTANT:

This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by SOA.

Once the GR8 is connected to the vehicle, **as long as the battery is fully charged**, it takes less than 3 minutes to boot-up the charger, select Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

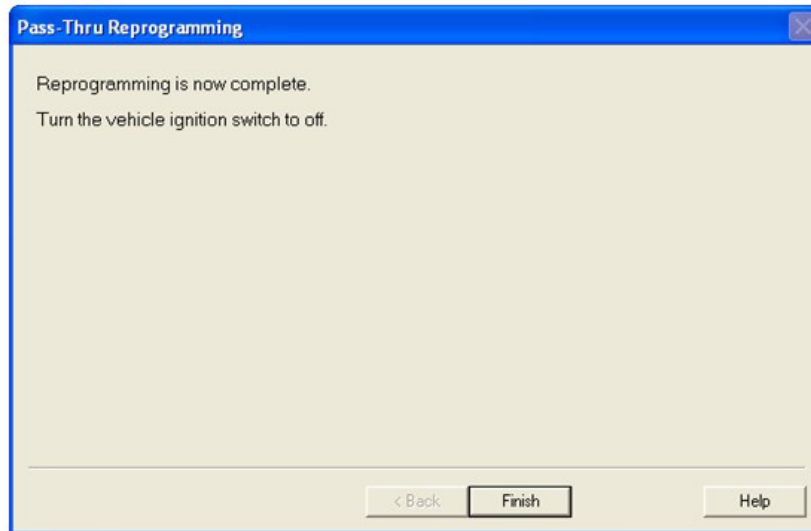
REMINDER: If the GR8 indicates the vehicle's battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle.

Continued...

NOTE: Control module failures as a result of battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

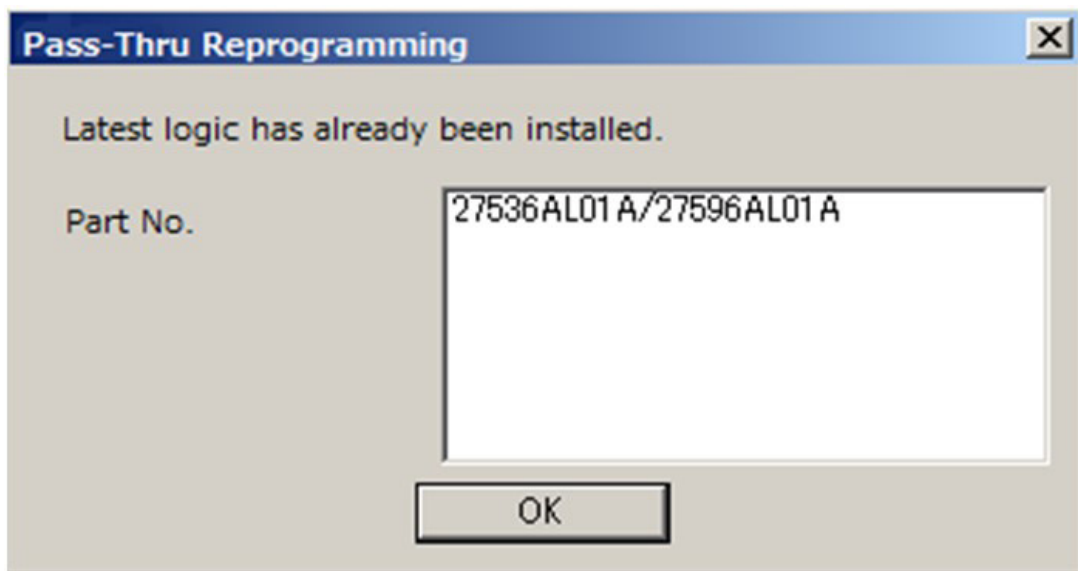
NOTE: The pak file listings provided in this bulletin are the latest available at the time of publishing. Updates are often released thereafter without revision to the original bulletin. For this reason, it is critical to always have the latest version of Select Monitor software installed on your system. You can confirm if a later version is available by entering the CID listed in this bulletin into FlashWrite. If a newer CID is shown as available in FlashWrite, reprogram using that file.

- Reprogram the VDCCM using the normal FlashWrite procedure. When



completed successfully, the screen shot shown below will be displayed.

- If the update is not completed as shown in the previous screen shot, perform the reprogramming again and check to see if the “Latest logic has already been installed” screen shot below is displayed. If so, the procedure is complete. If not, perform the reprogramming procedure again.



Continued...

SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle's upper radiator support.

Additional labels are available through normal parts ordering channels. The part number is MSA6P1302, which comes as one sheet of 20 labels.

| Part Number | Applicability | Description | Order Quantity |
|-------------|---------------|--|----------------|
| MSA6P1302 | All models | Campaign Completion Labels (contains one sheet of 20 labels) | 1 |

| |
|----------------------|
| SUBARU |
| Campaign Code |
| WTB-63 |
| COMPLETED |
| DIST./DEALER NO. |
| SERIAL NO. |
| DO NOT REMOVE |

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through subarunet.com.

| Labor Description | Labor Operation # | Labor Time | Failure Code | Claim Type |
|----------------------------|-------------------|------------|--------------|------------|
| EPB REPROGRAMMING | B154-428 | 0.4 | WTB-63 | RC |
| EPB LR MOTOR GEAR UNIT R&R | C154-422 | 0.3 | | |

IMPORTANT REMINDERS:

- SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.
- Always check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"

The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

Continued...

OWNER NOTIFICATION LETTER

This notice applies to the VIN identified in the address section printed below.



SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

**Subaru Service Program WTB-63
April 2016**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru has developed a modification to the Electronic Parking Brake (EPB) software logic for 2015 model year Legacy and Outback vehicles. This software update is intended to ensure the proper operation of your vehicle's EPB system.

You received this notice because our records indicate that you currently own one of these vehicles.

DESCRIPTION

The Electronic Parking Brake (EPB) system is designed such that the parking brake applies upon activation of the parking brake switch and, as a safeguard, automatically re-applies at approximately 150 seconds (2 ½ minutes) following initial activation. Due to improper software programming of the EPB system, if your vehicle's ignition switch is turned to the "ON" position at precisely the same time the parking brake is re-applying, an electric current will be provided continuously to the left rear EPB motor, eventually causing the motor to seize and preventing release of the parking brake. Should the left rear EPB motor seize, it will be necessary to replace the left rear EPB motor.

REPAIR

Subaru will reprogram the EPB system with corrected software. Following reprogramming, the EPB system will function as designed and the condition previously described will no longer be a concern. This repair will be performed at no cost to you.

WHAT YOU SHOULD DO

You should immediately contact your Subaru retailer (dealer) for an appointment to have this repair performed. This repair will be performed at no cost to you.

To prevent this condition from occurring prior to having the EPB system reprogrammed, do not turn the ignition switch to the "ON" position at precisely 150 seconds (2 ½ minutes) following initial activation of the parking brake. The ignition switch may be turned on approximately 15 seconds before or 15 seconds after this time period.

If your vehicle experiences the condition previously described and the parking brake will not release while the ignition switch is in the "ON" position and the brake pedal depressed, do not drive the vehicle. Contact your Subaru retailer for assistance.

Continued...

HOW LONG WILL THE REPAIR TAKE?

The time to perform the reprogramming is approximately 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.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down menu.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer you can access our website at www.subaru.com and select "Find a Retailer".

For additional information and the most Frequently Asked Questions, please go to:

- <http://www.wtb63service-campaign.com>

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"
- By telephone: 1-800-SUBARU3 (1-800-782-2783)
Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
Friday between 10:30 a.m. and 5:00 p.m. ET
Saturday between 9:00 a.m. and 3:30 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

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.

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.)

A subsidiary of Fuji Heavy Industries Ltd.