

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>

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Service Tools & Equipment 

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Service Tools & Equipment

Subaru Minimum Special Service Tool Requirements List
Items that comprise the Subaru Minimum Special Service Tool Requirements List are listed below. Unless otherwise noted, all items are required. These are minimum quantities and many retailers will require more to work effectively.

[Subaru Essential Tool List \(Open as PDF document\)](#), [Subaru Essential Tool List \(Open or Save Excel document\)](#)
Above list comprises Subaru specific tools that are required to be on-hand at all Subaru service facilities and represents all components of the New Retailer Kit (NRK). Available in PDF and Excel.

[Subaru Essential & Special Tools](#) - The approved source for all Subaru specific Special Service Tools including Subaru Essential Tools.

[Subaru Minimum Required Equipment List](#) - This list comprises the equipment that is required to be on-hand at all Subaru Service Facilities. If specific make, model or particular features of the equipment are required, it will be denoted in the list.

[Subaru Retailer Equipment](#) - The approved source for tools and equipment tailored to meet your shop's needs.

RISE Equipment - This list comprises items necessary to maintain and operate the required wireless network and Subaru Diagnostic System (SDS) equipment. Minimum standards apply to all retailers. Larger retailers may require additional equipment.

[RISE Program](#) - The approved source for the Subaru Retailer Infrastructure Support Environment (RISE).

DENSO DST-i DLC Cable	DLC cable to connect DENSO DST-i to vehicle
DENSO GROUND CABLE	Denso ground cable
DENSO OSCILLOSCOPE PROBE	Denso oscilloscope probe
DENSO USB Cable	Denso USB cable

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