



Subaru of America, Inc.

One Subaru Drive
Camden, NJ 08103
856-488-8500
www.subaru.com

TO: Parts and Service Managers
FROM: SOA Fixed Operations
DATE: October 12, 2022
SUBJ: 2023 Legacy / 2023 Outback DCM Unit Service Campaign WRI-22

This is to provide an update on the 2023 Legacy and 2023 Outback Warranty Compliance Campaign notice that was posted to Subarunet on September 26.

As noted at that time, an issue had been identified affecting the DCM unit on 2023 Legacy and 2023 Outback models. A countermeasure has been identified and SOA has initiated a Service Campaign - now labelled WRI-22 - to repair the 21,763 affected units in the US.

Parts Supply & Repair Details

Two separate part numbers are involved, 86222AN20A for standard audio units and 86222AN21A for premium audio units. Corrected units have begun to be produced at SIA as of the week of October 3rd, and the first parts shipments arrived at SOA's master distribution center the afternoon of October 11th.

This service campaign will entail replacing the current DCM with a new one.

- Replacement DCM units are being shipped to our master distribution center 2-3x per week on pallets which will require separation.
- Single units will be re-packed for individual retailer use (photos follow) and then over-packed for safe shipment to your facing RDC.
- 2-3 days after the facing RDC receives the overpack, they will begin to deliver these units with your daily stock order.
- Retailer orders will be force-allocated by our internal parts team based on each retailer's individual VIN count of each affected part number.
- After each retailer is allocated an initial supply (a minimum of 1 of each part number), remaining inventory will be allocated via fair share against the remaining outstanding VIN count at each store.
- Based on planned production volumes, it will take a little less than three months to receive enough inventory to repair all the affected units.

Details are expected to be posted to STIS and Subarunet on or before October 20th. The expected repair time is 0.6 hours.

Once received at your store, each retailer is free to allocate received parts to affected units based on local priorities. SOA will ensure that you receive enough inventory to cover your affected VIN list before the conclusion of the campaign.

If you have acquired an affected unit via trade, please contact the original retailer to obtain a part for the affected VIN.

Retailer Ordering of 86222AN20A and 86222AN21A

As noted above, all inventory will be force shipped to retailers until the service campaign is complete. Any retailer orders or requests for part release through the PIC line, CAD or Claims line until the campaign is completed will be rejected.

Returning Unopened Units

Any unopened overage of either part number can be returned to SOA via PIC contact through the normal channels. Once opened, parts are to be consumed at the retailer.

FAQ's

- How can I find out if a VIN is affected?
 - Please check the VIN in the Vehicle Inquiry screen and reference the "Open Recall" flag.
- How many of each part number will my store be shipped?
 - After an initial shipment of a few units, each store will receive a fair share of available parts upon each RDC receipt until they have been allocated enough parts to fulfill the # of VINs they were originally shipped.
- When will customers be notified about WRI-22?
 - Customer notification will happen at a later date and will be communicated via a separate Subarunet posting.
- How will service know if they've put the wrong part in the car?
 - Part of the SOP for the replacement involves a call-out from the new DCM with a VIN verification. If the wrong DCM is installed, the call-out function will not work due to the mismatched part.

We appreciate everyone's continue patience as the flow of these updated DCM's is established, and we're looking forward to getting them out to you as quickly as we can.

Please direct any questions to your District Parts and Service Manager or Zone Retailer Aftersales Manager.

Oct 11th photos @ LRC

Individual units:



Bulk pack:



Overpack box for RDC shipment