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TO: Parts and Service Managers  
FROM: SOA Fixed Operations  
DATE: October 14, 2022  
SUBJ: **UPDATED** 2023 Legacy / 2023 Outback DCM Unit Service Campaign WRI-22

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This is to provide both new and updated information on the 2023 Legacy and 2023 Outback Warranty Compliance Campaign notice that was posted to Subarunet on September 26 and the initial Service Campaign notice posted on October 12.

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 11<sup>th</sup>.

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 1 of each part number, remaining inventory will be allocated via fair share against the remaining outstanding VIN count at each store.

Details are expected to be posted to STIS and Subarunet on or before October 20<sup>th</sup>. 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

- Since this is a service campaign, and not a recall, should retailers deliver and/or RDR a unit covered by WRI-22?
  - SOA does not want retailers to deliver or RDR a unit covered by WRI-22 since parts will begin to be available shortly.
- As a Service Campaign, will the "Recall Status" flag in Subarunet be set to "Open Recall/Campaign"?
  - Yes, the "Recall Status" field will display 'Open Recall/Campaign' after the affected VINs are loaded for this campaign. Sample images of the campaign notice are below.

**Recall Status**                      **Open**  
**Recall/Campaign**

### Service Programs

Effective Date	Expiration Date	Coverage Type - Description	Mileage	Type	Status
10/19/2022	10/19/2032	WRI22 - Telematics DCM Replacement Standard Audio	999999	Customer Satisfaction	Open

- When will the "Open Recall/Campaign" field be updated?
  - We expect the Open Recall/Campaign" field to be updated on or before October 20<sup>th</sup>.
- How can we tell if a specific VIN is included in this service campaign?
  - Please use the Vehicle Inquiry on Subarunet and check the "Coverages – Recalls, Service Programs, Warranty, and SAS" section for WRI22 Service Program coverage.
- How many of each part number will my store be shipped?
  - After an initial shipment of a single unit of each part number, 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.
- What does "fair share" mean for how the parts will be allocated by retailer?
  - Fair share is being calculated as the % of affected VINs by retailer. We are using that percentage to load our RDC's from inventory available at the master warehouse, and then that % is used to create sales orders by retailer from their facing RDC. Each part number is being managed separately.
  - For example: if a retailer has 2% of the affected VINs, they will be allocated 2% of the available inventory rounded to a single unit. This means that if a retailer has a total need for 2 (two) of an individual part, the initial shipment of one (1) unit will get them to 50% of their total need immediately. They would not see a 2<sup>nd</sup> part until SOA has received approximately 50% of total parts needed. It is expected that it will require multiple shipments for each retailer to receive their total part need.

- Where can a retailer see what parts have been allocated to them?
  - Orders and shipments will be visible in RPM once entered by SOA, so retailers will have some notice of the parts and quantity contained in your next receipt.
- 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 11<sup>th</sup> photos @ LRC

Individual units:



Bulk pack:

