

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: May 2, 2023**

### **New Subaru Service Program: WRC23 – VDC control module reprogramming for DTC C1411**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to reprogram the Vehicle Dynamic Control (VDC) Control Module on certain 2019-2023 model year Crosstrek PHEV vehicles.

#### ***Reason for this Service Program***

The vehicles included in this service program may experience VDC memory corruption. As a result, DTC C1411 will be detected and the check engine light, brake warning light, and other warning lights may illuminate. Additionally, the Electronic Parking Brake and Anti-Lock Brake System may not operate.

#### ***Affected Vehicles***

The number of U.S. vehicles included in this service program is 9,280.

Model Year	Carline	Production date range
2019-2023	Crosstrek PHEV	November 16, 2018 – August 02, 2022

Not all vehicles in the production date range listed above may be included in this service program. 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 VDC control module as described in the Service Program Bulletin at no cost to the customer.

#### ***Retailer Responsibility***

Any vehicles listed in any recall or campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). 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 repair has been made before selling or releasing the vehicle.

#### ***Owner Notification***

Subaru will notify affected vehicle owners by first class mail on May 12, 2023.

***Service and Claim Information***

Please refer to the WRC-23 Service Program Bulletin on STIS for detailed service and claim information.