ATTENTION:

GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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

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SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY:	2022MY Forester 2022MY WRX 2022-23MY BRZ	**NUMBER:** WRB-23R **DATE:** 02/14/23 **REVISED:** 08/01/23
SUBJECT:	Telematics Data Communications Module Reprogramming	

REASON FOR THIS SERVICE PROGRAM

Due to an inaccurate internal timer within the telematics data communications module (DCM), STARLINK remote services from the MySubaru app or MySubaru.com including remote engine start (RES), remote door lock/unlock request, remote horn/lights, and vehicle locator will not operate after 388 days from the date that the DCM was activated.

AFFECTED VEHICLES

The number of U.S. vehicles included in this service program is <u>114,460</u>.

Model Year	Carline	Production date range
2022	Forester	September 23, 2021 - October 4, 2022
2022	WRX	January 21, 2022 – November 2, 2022
2022-2023	BRZ	September 2, 2021 – October 3, 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.

Please note that this service program replaces technical service bulletin **TSB 15-306-22**, and involves the same procedure described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program.

DESCRIPTION OF THE REPAIR

Subaru retailers will reprogram the telematics DCM at no cost to the customer. Update June 30, 2023: Please be advised that an Over-the-Air (OTA) update for this repair began on June 30, 2023, and will be launched in five weekly phases. Therefore, it is imperative that you check the VIN status for WRB23 coverage prior to performing any inspection, to ensure the WRB23 coverage is still 'Open.' If the status is showing 'Completed' no further action is necessary.

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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

Owners were notified by first class mail in March of 2023, and by Email starting in June of 2023. Retailers have been advised of owner notifications.

As mentioned previously, this service program replaces technical service bulletin 15-306-22, and involves an updated procedure of the one described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program. However, due to claim submission timing and owner notification timing, it is possible that some vehicles that already received the DCM reprogramming have been included in this campaign. Those vehicles should not be updated a second time.

If, in response to the owner notification letter, email, retailer outreach, or push notifications for this service program, a customer informs your personnel that they have already had this repair performed at a retailer or via FOTA, please verify the repair history of the VIN. If it is confirmed that the DCM reprogramming was already performed, please contact the SOA Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for assistance in closing WRB23 service program coverage for that vehicle if needed..

PAK FILE APPLICABILITY:

MY	Model	File Description	Old Part #	Decryption Keyword	New Software Version
2022	Forester	86222SJ200.pk2	86222SJ200/210	82E47A9D	DCM_30.12.71_20220607
2022	WRX	86222VC000.pk2	86222VC000/010	A1D41524	DCM_30.12.71_20220607

PFC FILE APPLICABILITY:

| MY	Model	File Description	Old Part #	New Software Version
22-23	BRZ	86222CC010.pfc	86222CC010	DCM_30.12.71_20220607

Detailed information regarding the SSM5-R reprogramming procedures can be found in **TSB 14-28-21**.

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SERVICE PROCEDURE / INFORMATION:

IMPORTANT: This procedure applies to subscribed and unsubscribed vehicles. <mark>Update June 30, 2023: The DCM Over-The-Air (OTA) update was launched on June 30th, 2023. After this date, there will be a phased approach to update the DCM with the WRB-23 software using the OTA method for subscribed customers. A situation may occur when a vehicle affected by WRB-23 may have the updated software from the OTA update. Therefore, it is imperative that you check the VIN status for WRB23 coverage prior to performing any inspection, to ensure the WRB23 coverage is still 'Open.' If the status is showing 'Completed' no further action is necessary.</mark>

STEP 1: Connect the applicable Subaru Select Monitor (SSM) to the vehicle. Read the Software Information of the DCM. Record this information for confirmation after reprogramming is performed.
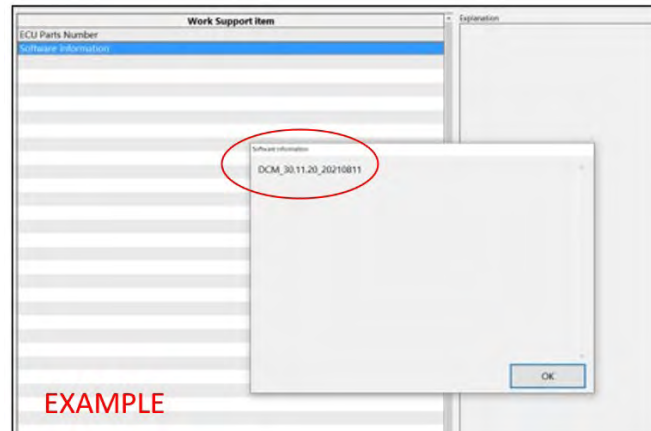
STEP 2: Is version **"DCM_30.12.71_20220607"** found?

> **YES** – The vehicle has the latest software. Continue diagnosis using the applicable Service Manual.

> **NO** – Record and attach the current software status. Proceed to **STEP 3**.

STEP 3: Connect the vehicle to a power supply.

Subaru of America, Inc. (SOA) highly recommends utilizing either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle in the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it will take less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

NOTES:

- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.

- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up the charger for Power Supply Mode.

- Select the correct battery type (Enhanced Flooded, Flooded, Gel, AGM or AGM Spiral).

- Input the CCA which matches the vehicle's battery.
  NOTE: OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.

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- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts.

- DO NOT connect the DST-i or DST-010 until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.

- Once Power Supply Mode reaches a steady 13.5 Volts, connect the DST-i or DST-010 to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.

- Amperage will fluctuate based upon the vehicle's demand for power.
  NOTE: If the voltage rises beyond 14 Volts 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 is made.

- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

IMPORTANT:

The Data Control Module number shown in the "Data Monitor "of SSM may differ from the actual part number (due to SSM specifications.)

Unless SSM indicated the module in the vehicle is not applicable for reprogramming or the module is already updated, continue with the reprogramming procedure.

It is possible for FlashWrite2 to display a model type other than the one being reprogrammed. This is not a cause of concern.

STEP 4: Switch the ignition switch to the "ON" position and wait for at least five minutes or more.

STEP 5: Perform DCM reprogramming.
- For **Forester** and **WRX** models, reprogram the DCM using the normal FlashWrite procedure.
- For **BRZ** models, reprogram DCM following the normal SSM5-R procedure. Additional information regarding the SSM5-R reprogramming procedures can be found in **TSB 14-28-21**.

STEP 6: Once successful reprogramming is complete, perform the following:
- Switch the ignition to the "OFF" position.
- Disconnect all charging equipment.
- Close the hood.
- Close all doors with the windows down.

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STEP 7: Wait approximately three minutes and confirm the green LED located next to the ibutton on the Eyesight Camera cover is NOT illuminated.

STEP 8: Once the LED is confirmed to be OFF, wait an additional five minutes or more.

STEP 9: Using the applicable SSM, read the Software Information of the DCM.
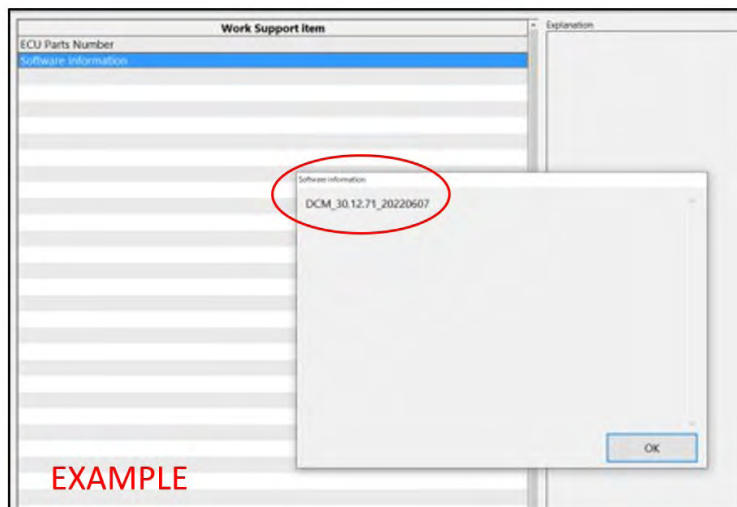
STEP 10: Is version **"DCM_30.12.71_20220607"** found?

       YES – Continue to *STEP 11*.

       NO – Repeat *STEP 6* and continue.

STEP 11: Does the vehicle have an active STARLINK subscription?

EXAMPLE	Item	Value
✔	Subscription Status	Subscribed
✔	Remote Battery Charging Timer Active	TRUE
✔	Curfew Active	TRUE
✔	Driving Recorder Active	TRUE

       YES – Proceed to **STEP 12**.

       NO – The procedure is COMPLETE.

NOTE: Control module failures resulting from 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.

STEP 12: Perform multiple telematics service requests such as RES, door locks, etc. All service requests should complete without an error message and perform as expected. If the results are unsuccessful, perform the diagnosis procedures outlined in the applicable Service Manual.

NOTE: Push button function testing of the iButton or SOS buttons is not a valid test of this repair. No vehicle should be released to the customer without confirmation of a successful repair. Confirmed remote STARLINK® service operation requests are the **ONLY** confirmation of this repair.

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VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the DCA-8000 and the GR8- 1100 and their Power Supply Mode feature have been tested and approved by SOA.

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.
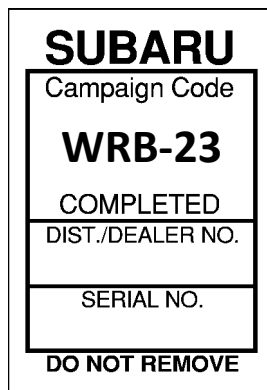
Labor Description	Labor Operation #	Labor Time	Fail Code
TELEMATICS DCM ID CHECK	B167-900	0.2	WRB-23
TELEMATICS DCM REPROGRAMING	C167-908	0.4	

IMPORTANT: Always note the **NEW** DCM Software Version for any newly-installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** Software Version MUST be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission.

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 **MSA6P130**2, 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

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┌─────────────────────┐
│       SUBARU        │
│   Campaign Code     │
│      WRB-23         │
│     COMPLETED       │
│  DIST./DEALER NO.   │
│                     │
│     SERIAL NO.      │
│                     │
│   DO NOT REMOVE     │
└─────────────────────┘
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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.

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Owner Email Notification Example:

Hello Subaru Owner,

Great news! Soon, your 2022 Forester will receive a new software update for your telematics Data Communication Module (DCM). This update is a supplement to the Subaru Service Program WRB-23 and is included as part of your existing SUBARU STARLINK Safety Plan at no cost to you.

Reason for this Service Program

Due to an inaccurate internal timer within the telematics data communications module (DCM), STARLINK remote services from the MySubaru app or MySubaru.com including remote engine start (RES), remote door lock/unlock request, remote horn/lights, and vehicle locator will not operate after 388 days from the date that the DCM was activated. Updating your in-vehicle software will enhance the functionality of your system and improve your driving experience.

To complete this update, you will need to accept the software update invitation that is displayed on the in-vehicle touchscreen. From there, you will follow the prompts in your vehicle to complete the update. The installation of your new software will take place when your ignition is OFF and will take approximately 15-20 minutes to complete.

You can bypass the installation process twice before your vehicle will automatically install the updated software. **Please note**: An automatic download may cause certain STARLINK Safety Plan services, including automatic collision notification, to be temporarily unavailable during the software update. This software update will run until the end of November.

Frequently Asked Questions – DCM Software Updates

What are vehicle software updates?

SUBARU STARLINK is always working to provide our customers with a better ownership experience by providing a SUBARU STARLINK System Update for your vehicle. This update ensures that your vehicle is up to date by providing an easy and convenient update process. Software updates are not all created equally. Your vehicle might receive an in-vehicle touchscreen display update or a Data Communication Module (DCM) software update. Each type of update may provide a slightly unique experience related to acceptance and communication of the software update. The SUBARU STARLINK System Update is currently used to improve the SUBARU STARLINK system which includes STARLINK Safety and Security Subscription Services and multimedia services.

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How do vehicle software updates work?

When an update is available, you will be prompted on your in-vehicle touchscreen display to begin the software download process when you turn your ignition OFF. Accepting the invitation will begin the software download. From there, the update file will be downloaded to your vehicle. You will be provided with the opportunity to allow the update to install or to postpone the installation for up to two times before it will automatically install. When the update process is complete, a completion screen will display on your vehicle's head unit and the green status light on the overhead console will illuminate.

How will I know that the STARLINK System Update has arrived in my vehicle for download?

When you turn your vehicle off you will see an invitation to install new software. You will have the option to "Install Now" or delay the installation process two times before it will automatically install.

What if I don't see the update?

Good News! If you don't see the in-vehicle invitation to download new software, your retailer may have already updated your software for you!

For additional support and assistance, reach out to Subaru Customer Support at 1-800-SUBARU3 (800-782-2783)

Enjoy your new software and happy updating!

Your Friends at Subaru