

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: January 17, 2025

New Subaru Service Program: WRC-24 – Cockpit Control Unit Software Update

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2025 model year Legacy and Outback vehicles equipped with telematic services operating through the Cockpit Control Unit (CCU).

Reason for this Service Program

Due to a communication failure between the CCU and the telematics Data Communications Module (DCM), telematics services such as the MySubaru in-vehicle app may not be functioning.

Affected Vehicles

The number of U.S. vehicles included in this service program is 56,350.

Model Year	Carline	Production date range
2025	Outback	May 21, 2024 – October 4, 2024
2025	Legacy	May 21, 2024 – September 30, 2024

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 update the CCU software at no cost to the customer.

Parts, Service, and Claim Information

Please refer to the WRC-24 Service Program Bulletin on STIS for detailed service and claim information.

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 January 17, 2025.