

- 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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QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2025 MY Legacy
2025 MY Outback (Including Wilderness)

NUMBER: WRC-24

DATE: 01/17/24

SUBJECT: 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.

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

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.</p>
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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.

REQUIRED TOOLS:

- SDS notebook
- DSTi/DST10
- Flash drive USB 2.0 or higher
- DCA-8000 SUB Battery Diagnostic Charger

An empty, USB 2.0 or 3.0 storage device (flash drive) will be needed to perform the update procedure. The device should be dedicated to storing and transferring these updating files only. It should be a minimum of **64GB** or more in size and contain a NTFS file format before downloading the update files onto it. Be sure to locate and re-format any existing USB drives used for updating audio units. They must be fully cleared before adding these new update files to them.

IMPORTANT NOTES:

- **NEVER** change the update file names after downloading them.
- **NEVER** save any other files on the same flash drive.

Please follow [Appendix 1 \(page 7\)](#) “Flash Drive Selection” for selecting an applicable storage device.

PART INFORMATION:

NOTE: High Level unit is equipped with Navigation option (Map icon on Home screen)



Continued...

SERVICE PROCEDURE / INFORMATION:

ATTENTION: Legacy/Outback 25MY is required to use SSM5-R to access Software Update setting in Dealership Mode Menu.

It is **VERY IMPORTANT** to read and understand this information completely before proceeding.

CAUTION: VEHICLE SERVICE PERFORMED BY UNTRAINED PERSONAL COULD RESULT IN THE EQUIPMENT DAMAGE OR EVEN SERIOUS INJURY.

This campaign is intended to be performed by trained technicians **ONLY**. It informs technicians of conditions, which may occur in some vehicles or provides information, which could assist with proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely.

IMPORTANT NOTE: The update contains 3 folders and 2 files. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set.

NEVER reuse or combine files from a prior update with a newer version.

STEP 1: VERY IMPORTANT: Before proceeding with the software updating procedure, the currently installed software version ID **MUST** be confirmed by following the steps below:

1a) After starting the engine and system boot-up completes, from the HOME screen, touch the **Settings** button.



1b) Press the **General** button. Use the down arrow to scroll to **System Information** then press to display the System Information / Version information.



Continued...

The examples below identify the head unit model and the last 6 digits signify the software version number. Examples:

➤ **Outback/Legacy**

- F9(M)1W**HM**xxx-xxx (**High** model software)
- F9(M)1W**MM**xxx-xxx (**Mid** model software)
- F9(M)1W**BM**xxx-xxx (**Base** model software)

ATTENTION: If the software version number matches “Installed Software Versions” proceed to **STEP 2** below. If the software version is “Available Software Version” as the unit already has the latest software version installed.

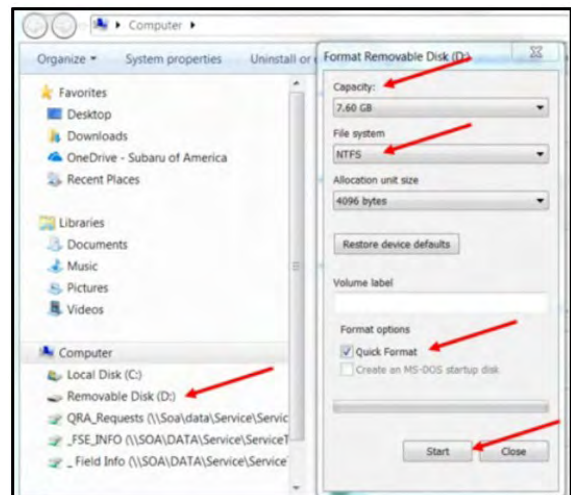
Outback/Legacy				
MY	Carline	Trim/Grade	Installed Software Versions	Available Software Version
25MY	Outback/ Legacy	BASE	053-880 073-980	FM1WBM153-980
		MID	053-880 073-980	FM1WMM153-980
		HIGH	053-880 073-980	FM1WHM153-980

STEP 2: Prepare the USB flash drive

CAUTION: Do not use any USB flash drive which utilizes file organizing software or an operating system.

VERY IMPORTANT: Before attempting to download any data files, confirm the PC and flash drive being used is not infected with any virus. The flash drive **MUST** be formatted for **NTFS**.

- Make sure the USB flash drive contains no other files.
- Right click on the corresponding “Removable Disk”.
- Select “Format”.
- From the File System drop-down menu, select “NTFS”
- Check the “Quick Format” box (if not already done).
- Click on “Start” to format the USB flash drive.



Continued...

STEP 3: Download the Update Files to the USB:

Please transfer the files to USB Flash Drive following [Appendix 2 \(page 8\)](#) “Download the Update Files to the USB”.

STEP 4: Perform the software update.

For Legacy/Outback 25MY it is required to use SSM5-R to access Software Update setting in Dealership Mode Menu.

Please refer to [Appendix 3 \(page 12\)](#) “Perform the software update by SSM5-R and USB” for the work procedures for Legacy/Outback 25MY.

CAUTIONS:

NEVER attempt to install the software immediately following an exchange module installation. Let the system restart first and operate for 20 minutes.

NEVER attempt to install the software a second time for 30 minutes following a previously unsuccessful software installation.

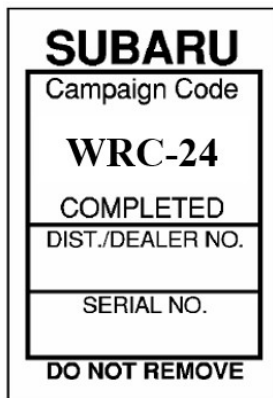
NEVER attempt to install the software for at least 30 minutes after completing a FOTA update.

Perform the update in a well-ventilated location if updating with the engine running OR with the ignition ON and a battery charger connected.

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 **MSA6P1302**, 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



Continued...

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
WRC-24 CP1 SOFTWARE UPDATE	A100-324	1.0	WRC-24

REMINDER: The new Software Version number must be entered when prompted at claim entry.

NOTE: Retailers are now permitted to claim up to \$5.00 per claim in Sublet to help offset the cost of replacement USB drives. Repeated re-formatting of the USB drives used for reprogramming can compromise their ability to operate properly. Over time, hardware connections can loosen and stored data files can become corrupted. Retailers are responsible for replacing any worn or otherwise inoperable USB drives as needed. This compensation is intended to help defray those costs.

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.

Continued...

Appendix 1

Flash Drive Selection

There are various types of USB flash drive available from many suppliers. If the head unit does NOT recognize the USB drive during the reprogramming process due to Controller IC type of USB drive or Compatibility with the head unit, confirm the flash drive format is NTFS. The flash drive must be formatted for NTFS. If a recognition problem persists, use a USB flash drive from another manufacturer.

- Kingston®:

DataTraveler G3 Series DataTraveler 100 G3 DT100G3 DataTraveler SE9 Series DataTraveler SE9 G2 3.0 DTSE9G2 Digital Data Traveler 3.0 USB Flash Drive - Violet DTIG4



- SanDisk®:

Ultra Series SDCZ48-064G-J57 Cruzer Blade Series
Cruzer Glide Series CZ60 SDCZ60-064G-B35



- Transcend®:

JetFlash 790 Series TS64GJF790KBE



- PNY®:

Retract USB 3.0 Flash Drive, black (P-FD64GTRTC-GE)



- Silicon Power®:

2 Pack USB 3.0/3.1 Gen1 USB Flash Drive Blaze B02



Continued...

Appendix 2

Download the Update Files to the USB

The files are available for download on Subarunet (see “A” below).

The applicable reprogramming files have also been sent directly to retailers by Nuspire in the same way a Select Monitor Update would be pushed out. (see “B” below).

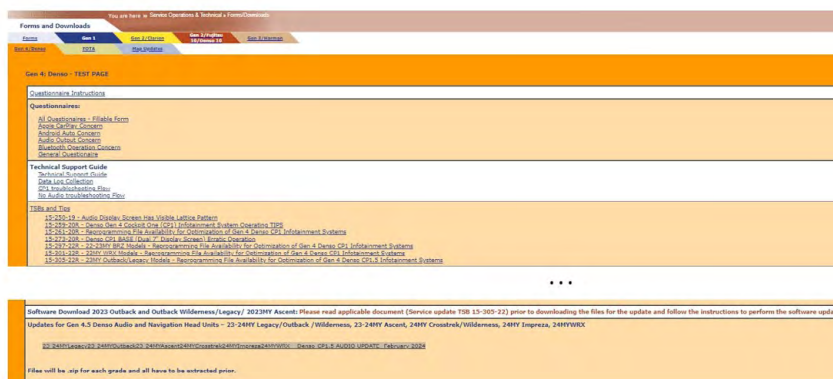
Follow “A” when using files downloaded from Subarunet.

Follow “B” when using the files sent directly to the SDS notebook from Nuspire.

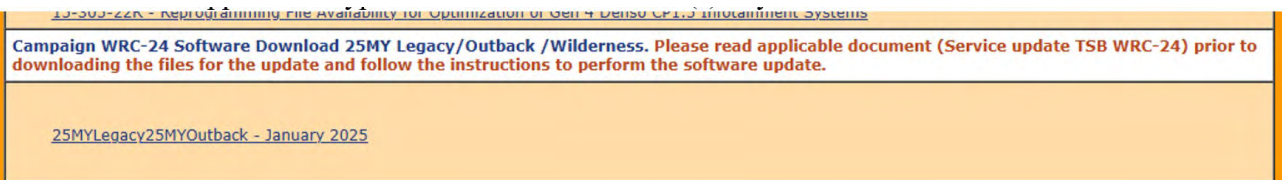
“A” When using update files downloaded from Subarunet:

A

[Click Here to Access the Downloads for Audio/Navigation Information on Subarunet](#)

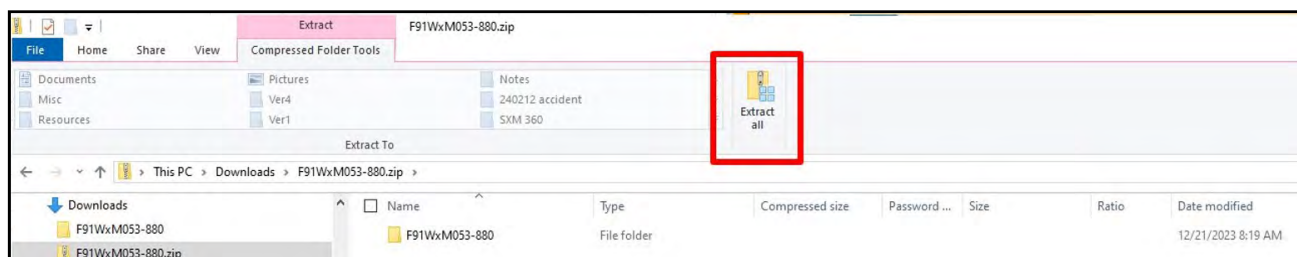


IMPORTANT: Files downloaded from Subarunet will be .zip files and must be unzipped before they can be used. Using the normal audio / navigation system file update download procedure: Go to Subarunet, select Service Operations and Technical>>Forms/Downloads>>Gen 4/Denso for Audio/ Navi then click on the applicable Hyperlink to download the file(s) to your SDS Notebook or PC:



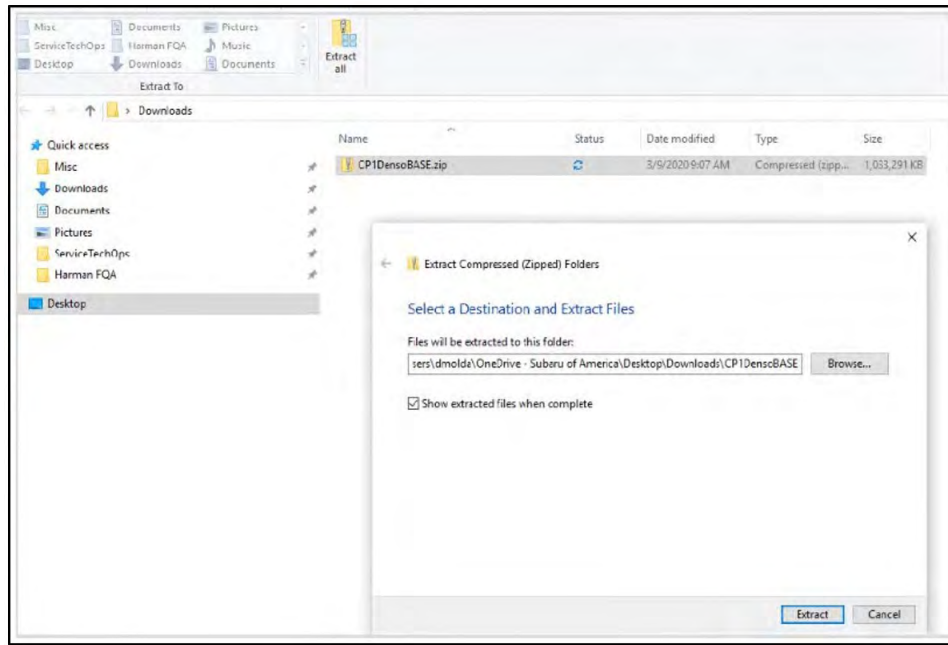
25MYLegacy25MYOutback - January 2025

- Go to Downloads.
- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Open / display the contents of File folder, for example: “F91WxM053-880”.
- Click on “Extract All Files”.

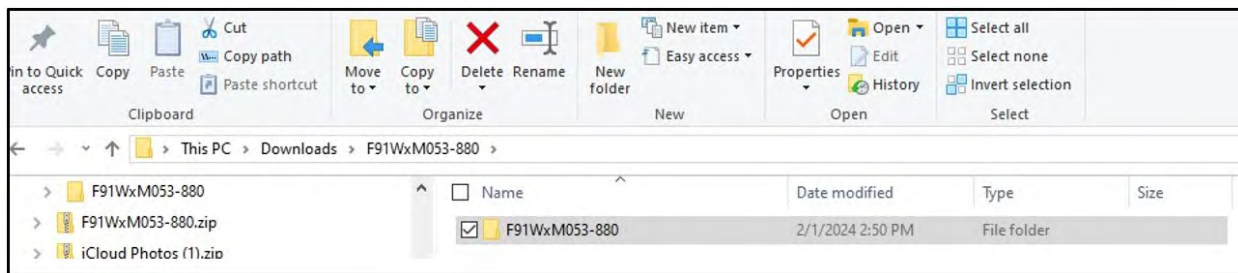


Continued...

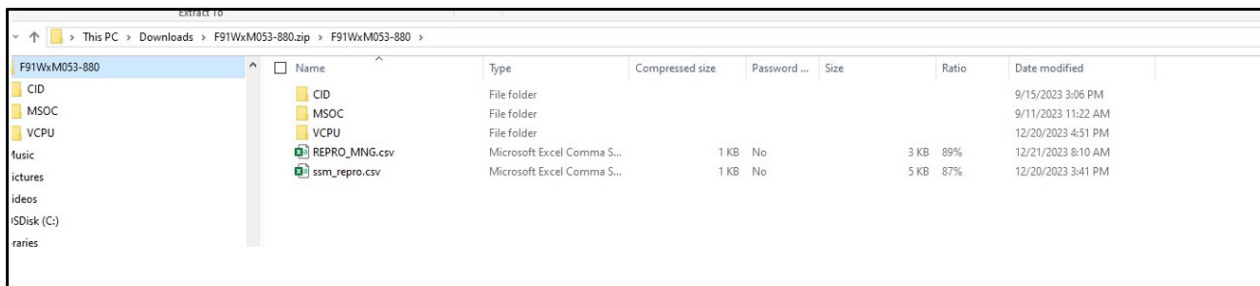
- The screen similar to the one below will appear to set a destination for the extracted file.



- Double-click on the required folder (for this example, used folder titled “F91WxM053-880”).



- Copy **all files** then paste (or click / drag) it to the “clean” USB flash drive as listed (Removable Disk) in the directory.



IMPORTANT NOTE: The update contains 3 folders and 2 files. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set.

NEVER reuse or combine files from a prior update with a newer version.

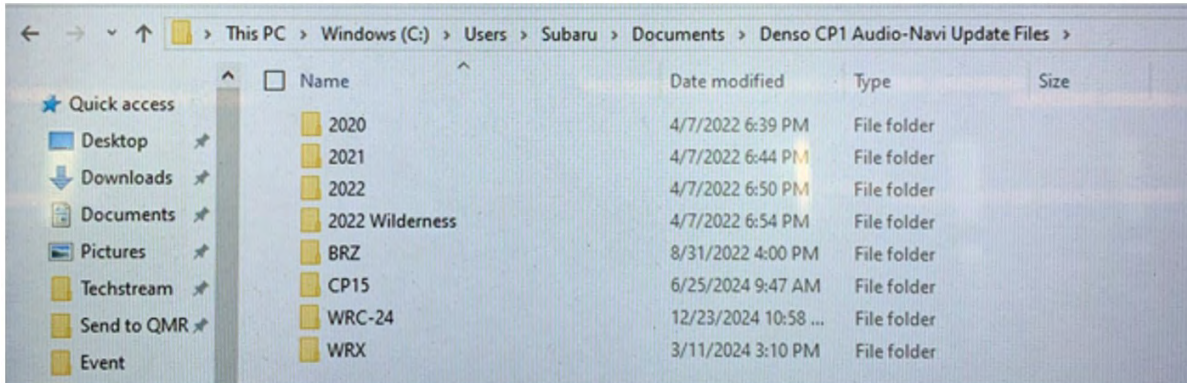
Continued...

- To avoid confusion, use a permanent marker to label the flash drive with the file contents (e.g. Denso CP1.5 2023MY ALL).
- Go to **Step 4**.

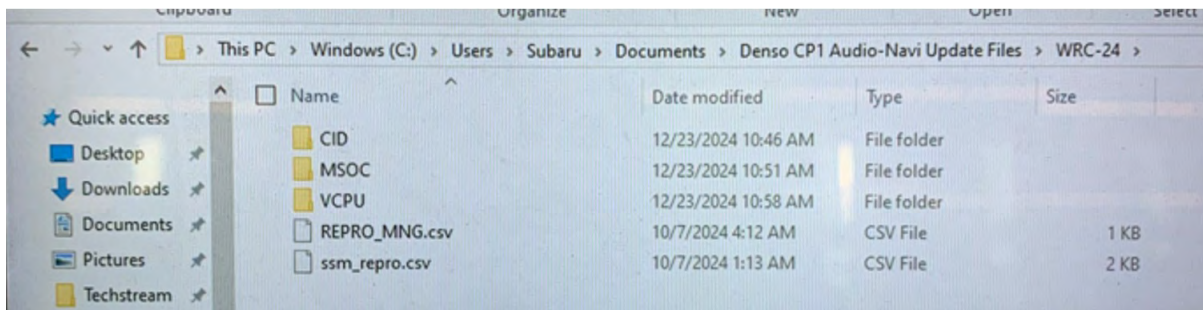
“B” When using update files sent directly from Nuspire:

- Go to My Documents on the GUI screen click on the folder “Denso CP1 Audio-Navi Update Files” to display the list of available update files shown below.

IMPORTANT: Always confirm there is a correct folder. If not, the SDS notebook hasn’t been updated with the latest release. Please contact Nuspire to request they resend the update.”



- **CAUTION:** After download is complete, **NEVER** change the file or folder names.
- Double-click on the required folder “WRC-24” and the update file will display as shown.



Select all folders and files and either copy / paste or click / drag them to the USB flash drive.

IMPORTANT NOTE: The update contains 3 folders and 2 files. When performing an update, the USB must contain the matching number of folders and files and all files must be replaced.

ALWAYS use the latest files together as a set.

NEVER reuse or combine files from a prior update with a newer version.

- Once all files have been loaded onto the USB flash drive, right click on the drive and select “Eject”.

Continued...

CAUTION: NEVER change the file names.

- Remove the USB flash drive after the prompt appears that says “Safe to Remove Hardware”.
- Mark the USB to indicate the head unit it will update (Denso CP1.5 2023MYALL in this example).
- Proceed to **STEP 4** below.

Continued...

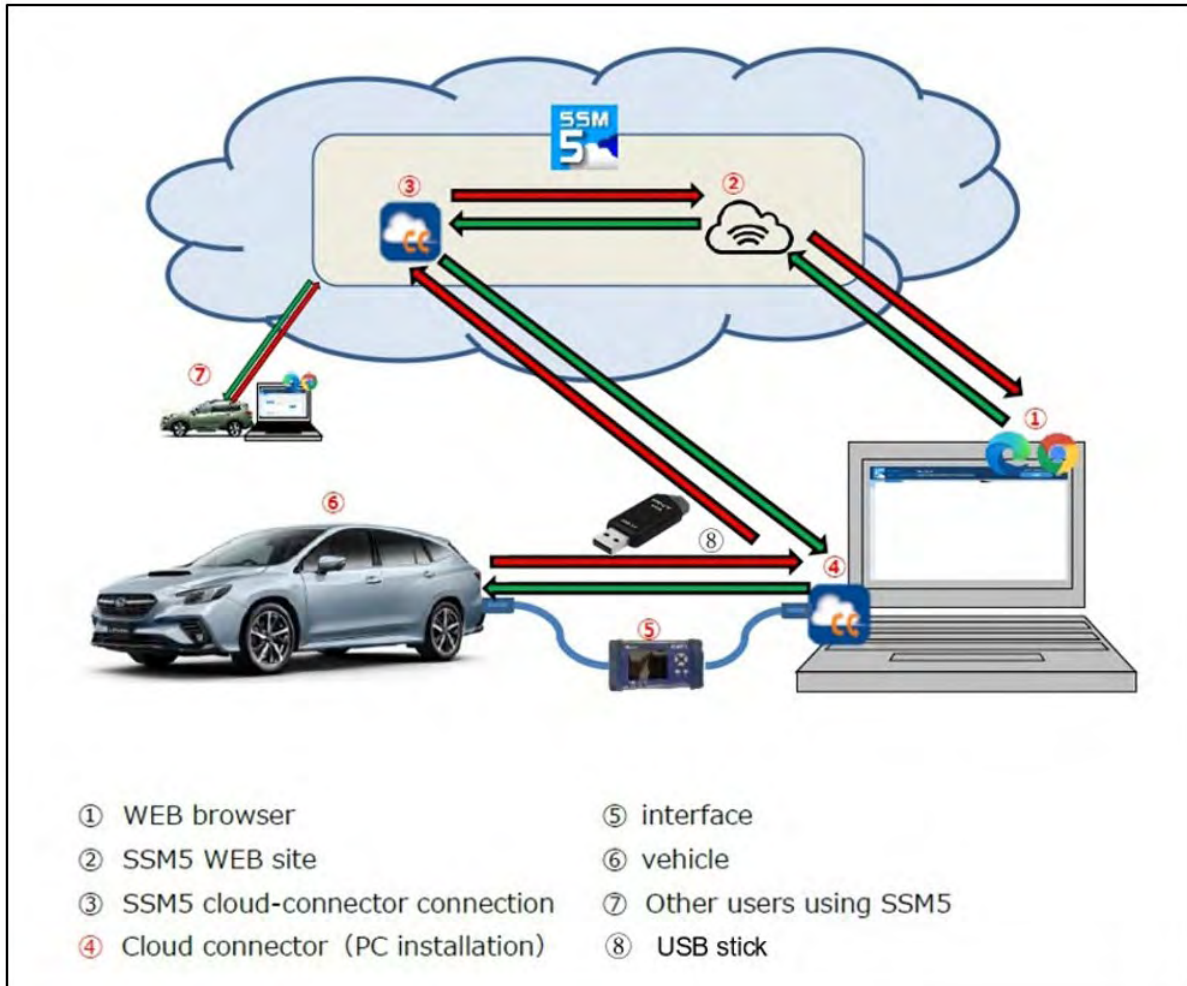
Appendix 3

Perform the software update by SSM5-R and USB

REPROGRAMMING BY SSM5 FOR OUTBACK/LEGACY 25MY

4-SSM5-a. Introduction

For Outback/Legacy 25MY it is required to use SSM5-R to access Software Update setting in Dealership Mode Menu.



4-SSM5-b. Preparation

It is recommended to perform the reprogramming work with the Ignition ON and Engine OFF. Preferably, it is also recommended to hook up a battery charger to the battery to maintain consistent voltage in the electric circuits of the vehicle.

If the vehicle is Automatic (CVT) model, shift the select lever to N range and apply parking brakes (EPB). **With the gear in P range, the ignition switch is automatically turned off after about 1 hour.** In case you perform the reprogramming work with Engine ON, make sure that the area is well ventilated.

Continued...

Outline of the preparation steps:

- Prepare USB flash drive to store software update files per the instructions in STEP 2 page 5.
- Prepare an interface to connect the vehicle with the PC loaded with SSM software.
- Install “Cloud Connector” to the PC.
- Connect DST-i between the vehicle and the laptop to sync-up SSM5 with the vehicle.
- Refer to TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” for the setup and configuration details with SSM5.

4-SSM5-c. Execution

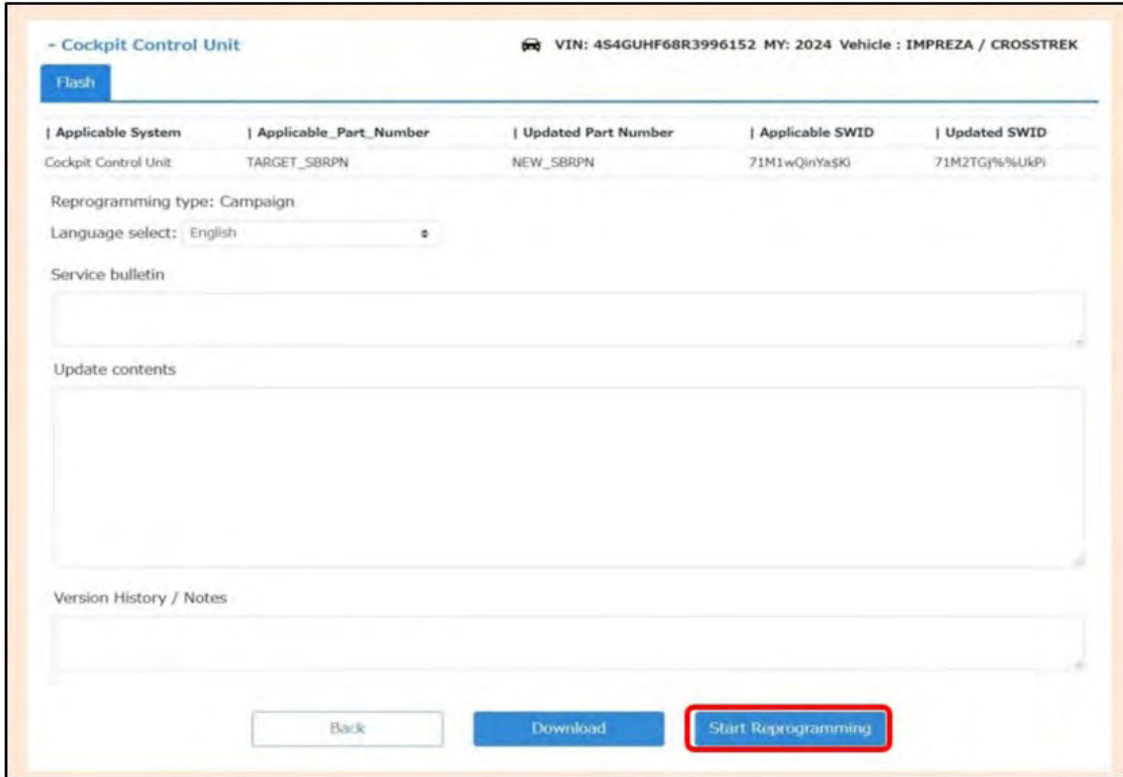
- Follow TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” **STEP 1- STEP 11** to connect the vehicle and the laptop with SSM5 access. When vehicle information acquisition is completed, a list of on-board systems is displayed. Confirm that either one of the two reprogramming availability option on the Cockpit Control Unit is marked “Available” and click on it. See below.

Applicable System	CID / ROMID / SWID	Reprogramming availability Campaign	Reprogramming availability Other	Equipped	Communication
Airbag	9220120002	Not Available	Not Available	Equipped	Communicating
Central Gateway	4732313030	Not Available	Not Available	Equipped	Communicating
Telematics	3400220680	Not Available	Not Available	Equipped	Communicating
Engine	XE1W011V00G	Not Available	Not Available	Equipped	Communicating
EyeSight	0A21080235042108012E	Not Available	Not Available	Equipped	Communicating
Blind Spot Detection/Rear Cross Traffic Alert	LH : 0000720000 RH :	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Collation)	0102001051	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Power Supply)	0102001151	Not Available	Not Available	Equipped	Communicating
Brake Control	A220241703	Not Available	Not Available	Equipped	Communicating
Air Conditioner	1300110002	Not Available	Not Available	Equipped	Communicating
Electric Brake Booster	B220240103	Not Available	Not Available	Equipped	Communicating
Front Relay Control Module	0000000081	Not Available	Not Available	Equipped	Communicating
Combination Meter	7000000301	Not Available	Not Available	Equipped	Communicating
Transmission	4012354350	Not Available	Not Available	Equipped	Communicating
Tire Pressure Monitor	0003030201	Not Available	Not Available	Equipped	Communicating
Power Steering	2AD0000901	Not Available	Not Available	Equipped	Communicating
Body Control	004783D085	Not Available	Not Available	Equipped	Communicating
Cockpit Control Unit	71M1wQinYa\$K	Available	Available	Equipped	Communicating
Monocular Camera	464E533332	Not Available	Not Available	Equipped	Communicating
Driver Monitor	-	-	-	Not Equipped	No communication
Front Corner Radar	-	-	-	Not Equipped	No communication

Only one of them will be shown as Available.

Continued...

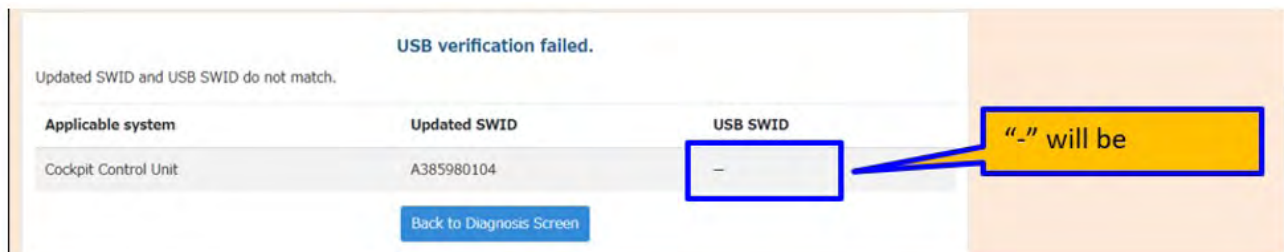
- ii. Insert the USB flash drive containing the update data into the vehicle's USB port and click on [Start Reprogramming] to begin the reprogramming process.



- iii. Follow TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” STEP 12 - STEP 15 to start the software update.
- iv. The following progress bar will be displayed briefly (for a few seconds), and then it will quickly reach 100% and switch to the next screen.

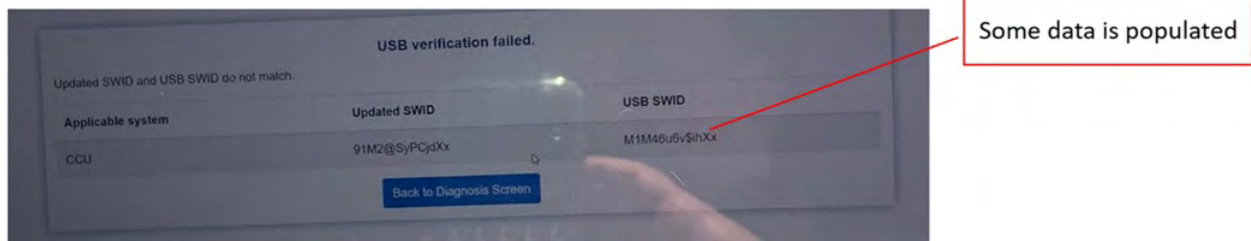


IMPORTANT NOTE: In rare cases when the CCU does not complete the USB authentication check in time resulting in the message box below.



Continued...

This is not to be confused with a typical USB verification failure due to data mismatch.



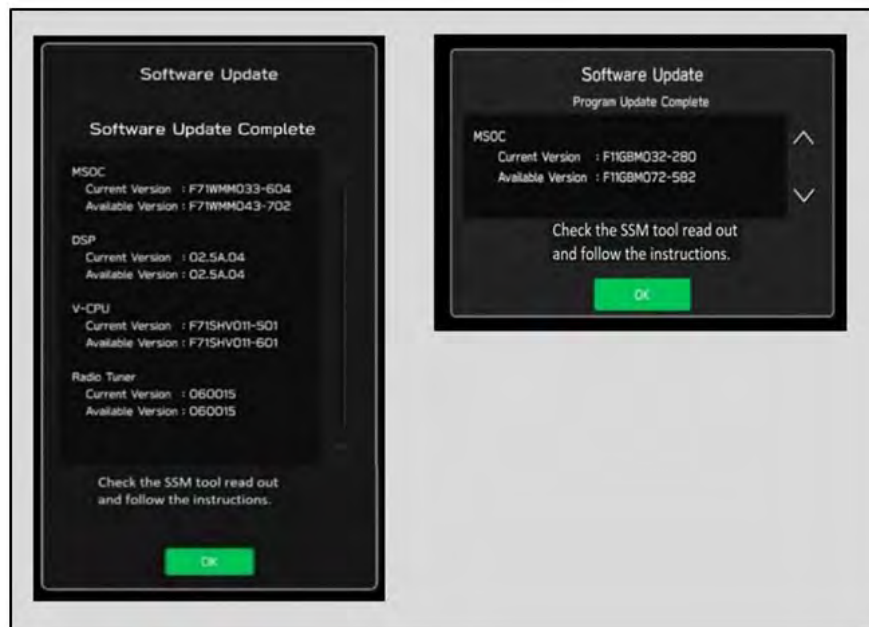
The recovery steps are outlined below.

- Perform a soft reset of the CP1 by holding down the CID volume knob.
- Once the CP1 has restarted, retry step ii on the previous page and then press the “Start Reprogramming” button.
- If the same failure is encountered again, please proceed with the diagnostic of failure by checking the USB drive data integrity.

When the following screen is displayed, the software update starts within the CCU.



At that time CID display changes to show software installation details and progress bar. Wait until the CID screen displays “Software Update Complete”. See below.



Continued...

Software Version Table

Version Table LEGACY/OUTBACK 25MY	Version Table LEGACY/OUTBACK 25MY
< MSoC >	
Current Version	
Model	MSOC Version
High	FM1WHM073-980 F91WHM053-880
Mid	FM1WMM073-980 F91WMM053-880
Available Version	
Model	MSOC Version
High	FM1WMM153-980
Mid	FM1WHM153-980
< DSP >	
Current Version	
Model	DSP Version
High/Mid	02.5F.02
Available Version	
Model	DSP Version
High/Mid	02.5F.02
< VCPU >	
Current Version	
Model	VCPU Version
High/Mid	FC7WHV010-180
Available Version	
Model	VCPU Version
High/Mid	FC7WHV010-180

- v. After “Software update complete” appears in the CID, click “OK” on the SSM5 screen.



- vi. Confirmation screen will be displayed as shown below. Check the box and click [OK].



Continued...

- vii. Follow TSB 14-28-21 “New Software Reprogramming Procedures / SSM5-R” STEP 16 - STEP 20 to complete update verification procedure. If the software update has been completed correctly, it will display “Reprogramming completed”. Remove the USB drive from the vehicle and click on “Back to Diagnosis Screen”.

Note: It is very important to complete software update verification for the server to get all required details for the VIN and store that information for future applications. For example, campaign or recall eligibility or claim eligibility verification etc.

- viii. Please verify that the Cockpit Control Unit’s Reprogramming availability is set to ‘Not Available.’ The software update process is completed at this point.

Applicable System	CID / ROMID / SWID	Reprogramming availability Campaign	Reprogramming availability Other	Equipped	Communication
Airbag	9220120002	Not Available	Not Available	Equipped	Communicating
Central Gateway	4732313030	Not Available	Not Available	Equipped	Communicating
Telematics	3400220680	Not Available	Not Available	Equipped	Communicating
Engine	XE1W011Y00G	Not Available	Not Available	Equipped	Communicating
EyeSight	0A21080235042108012E	Not Available	Not Available	Equipped	Communicating
Blind Spot Detection/Rear Cross Traffic Alert	LH : 0000720000 RH :	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Collation)	0102001051	Not Available	Not Available	Equipped	Communicating
Keyless Access with Push Button Start(Power Supply)	0102001151	Not Available	Not Available	Equipped	Communicating
Brake Control	A220241703	Not Available	Not Available	Equipped	Communicating
Air Conditioner	1300110002	Not Available	Not Available	Equipped	Communicating
Electric Brake Booster	B220240103	Not Available	Not Available	Equipped	Communicating
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Combination Meter	7000000301	Not Available	Not Available	Equipped	Communicating
Transmission	4012354350	Not Available	Not Available	Equipped	Communicating
Tire Pressure Monitor	0003030201	Not Available	Not Available	Equipped	Communicating
Power Steering	2AD0000901	Not Available	Not Available	Equipped	Communicating
Body Control	004783D085	Not Available	Not Available	Equipped	Communicating
Cockpit Control Unit	71M2TGj%%UkPi	Not Available	Not Available	Equipped	Communicating
Monocular Camera	464E533332	Not Available	Not Available	Equipped	Communicating
Driver Monitor	-	-	-	Not Equipped	No communication
Front Corner Radar	-	-	-	Not Equipped	No communication

CAUTION: Once you have performed a software update, you cannot start the next software update until the “Software update setup is initializing...” process is completed. If the Initializing screen is displayed, please wait for about 30 minutes until it is finished. While waiting for Initializing to complete, it is possible to turn the ignition on and start the engine. See [Appendix 4 \(page 19\)](#) of this bulletin if need additional information.

Display the System Information/Version information following step 1b from page 4 to confirm the software has been updated to match a new version from the Software Version Table below.

NOTE: The new Software Version number must be entered when prompted at claim entry.

Continued...

Software Version Table

Version Table LEGACY/OUTBACK			Version Table LEGACY/OUTBACK			
25MY	Model	MSOC Version		25MY	Model	MSOC Version
	High	FM1WHM153-980			Base	FM1WBM153-980
	Mid	FM1WMM153-980			Model	DSP Version
	Model	DSP Version			Base	02.5F.02
	High/Mid	02.5F.02			Model	VCPU Version
	Model	VCPU Version			Base	FC7WHV010-180
High/Mid	FC7WHV010-180					

- x. Turn the ignition OFF, open the driver's door then close the driver's door to complete the procedure.

Continued...

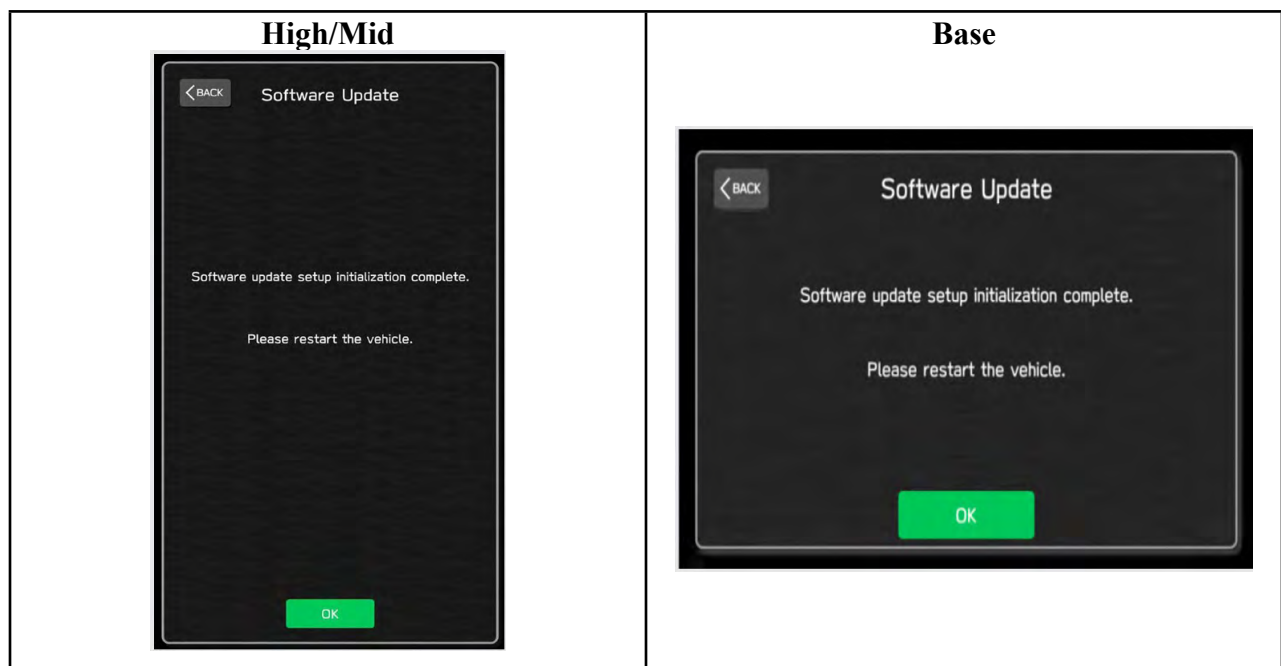
Appendix 4

Follow this procedure in the RARE case of “Software update setup is initializing...” message is displayed:

- If the screen shown below appears, **WAIT** for approximately 30 minutes or as long as necessary (waiting for longer than 60 minutes might indicate system malfunction). In that case please perform recovery according to the instructions in [Appendix 5 \(page 21\)](#) to allow the Software update setup initialization process to complete.



- The screens shown below will be displayed when the process completes.



Continued...

1. Turn the ignition OFF, open the driver's door, close the driver's door and **WAIT** for 3 or more minutes before proceeding further.
2. Open the driver's door again and either turn the ignition ON (if a charger is connected) or start the engine.
3. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in **STEP 4**.

IMPORTANT NOTE: If this procedure is required, contact Techline as additional action may be necessary.

Continued...

Appendix 5

In case of retrying the software update after the first attempt of update fails.

- If the first attempt of update fails with the message below, follow the steps described below 1-2 to 1-8 before retrying the software update.

1-1. Select OK in the screen below

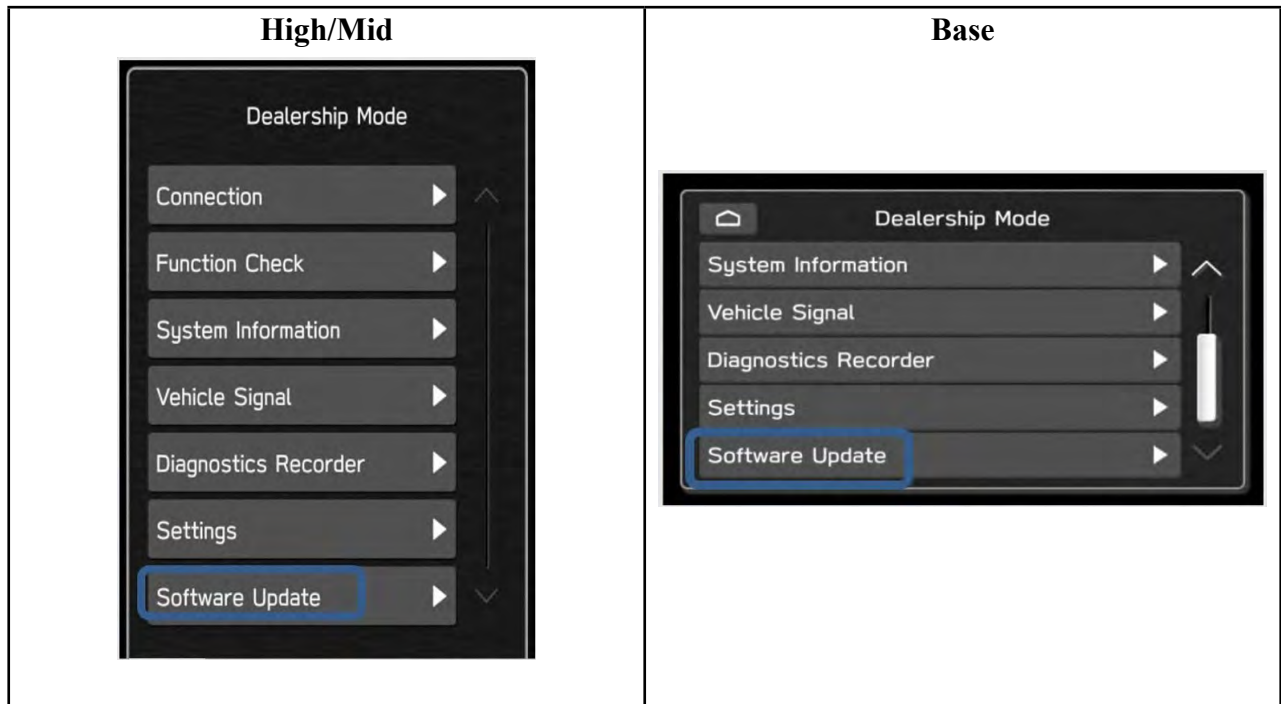


1-2. Turn the ignition switch or the engine OFF, and turn it ON again. **Caution: Do not remove battery terminal and keep battery power supply.**

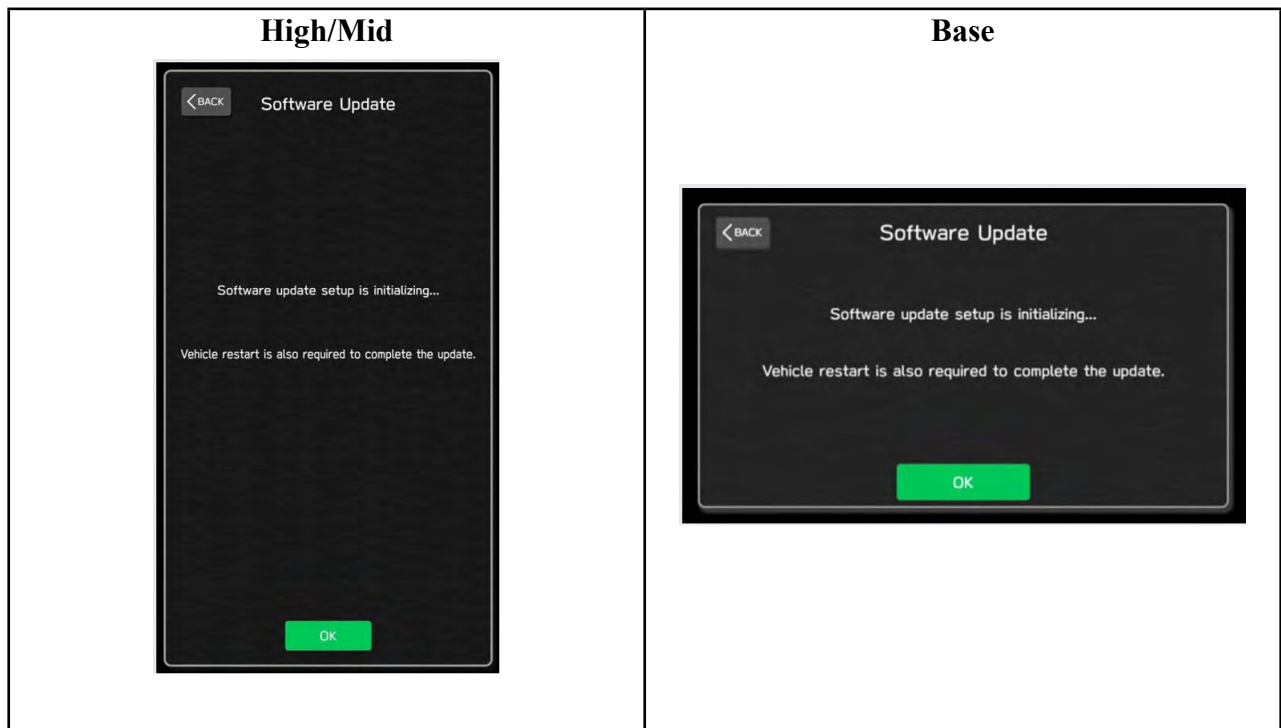


Continued...

1-3. Select Software Update in the Dealership Mode diagnostics screen.

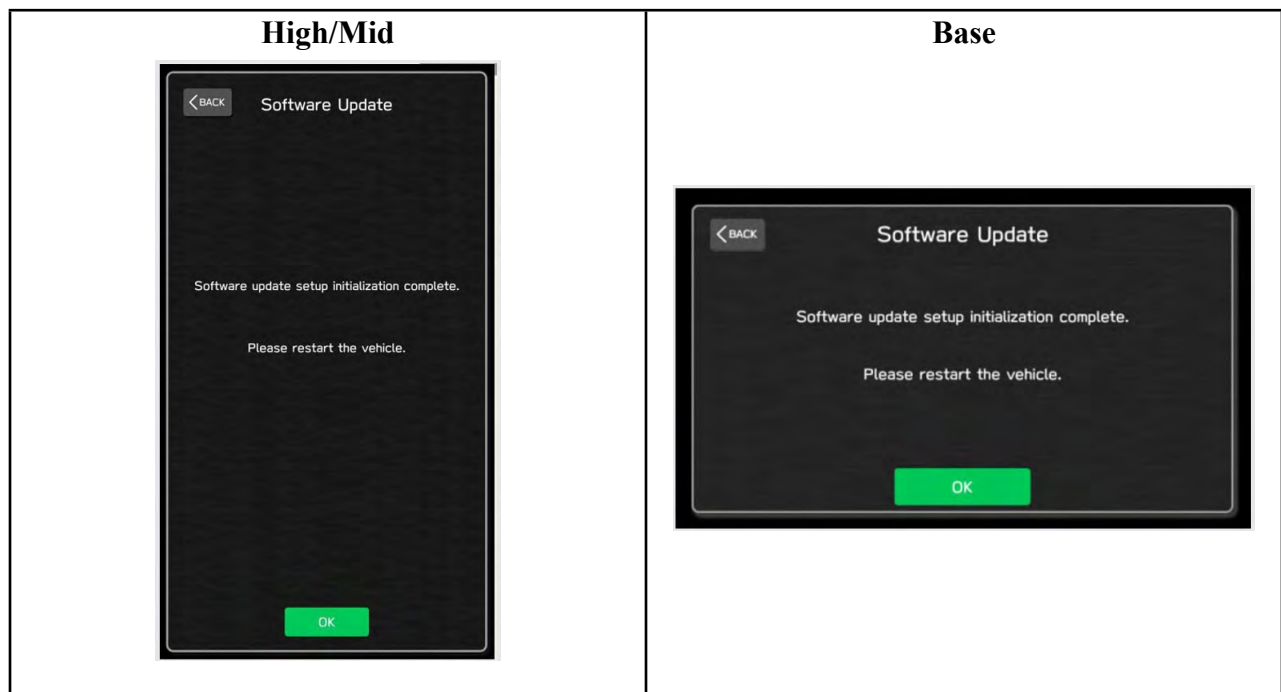


1-4. When you see the screen below, wait for approx. 15 minutes until the initialization is complete



Continued...

1-5. You will see the screen below when the initialization is complete.



1-6. Turn the ignition switch or the engine OFF, open the driver side door and close the door then wait for 3 minutes.

1-7. Open the driver side door then turn the ignition switch or the engine ON.

1-8. Go to Dealership Mode menu again (PRESS and HOLD the RIGHT-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode) and select Software Update as in STEP 4.

Continued...

**This notice applies to the VIN identified
in the address section printed below**



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

**Subaru Service Program WRC-24
January 2025**

Dear Subaru Owner:

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

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). You have received this notice because our records indicate that you currently own one of these vehicles.

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.

REPAIR

Subaru retailers will update the CCU software at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is approximately 1 hour. Your retailer can provide you with a better estimate of the overall time for this service visit, as it may be necessary to make your vehicle available for a longer period of time for scheduling purposes.

CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?

If you have moved or sold your vehicle, please go to <https://www.subaru.com/support/customersupport.html> to send us your information.

IF YOU NEED FURTHER ASSISTANCE:

To locate the nearest Subaru retailer, you can access our website at www.subaru.com and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrc24.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com, Customer Support and select 'Contact Us'
- By telephone: 1-844-373-6614
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.,
Attn: Customer Advocacy Department,
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon as possible to have this repair performed.

Sincerely,

Subaru of America, Inc.

A subsidiary of SUBARU CORPORATION