

- 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-24R  
**DATE:** 01/17/25

**REVISED:** 03/24/25

**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.

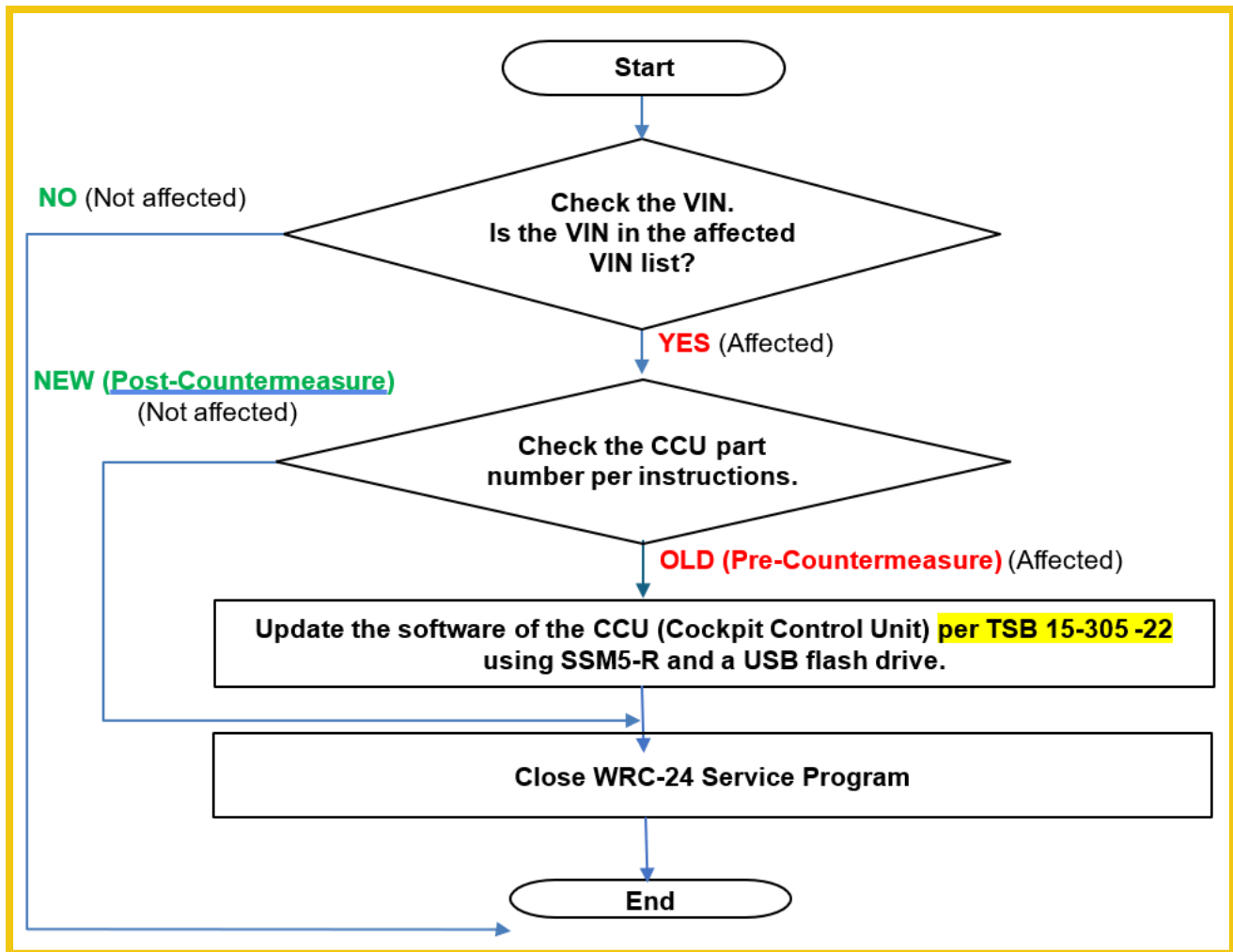
Model Year	Carline	Production date range
2025	Outback	May 21, 2024 – October 4, 2024
2025	Legacy	May 21, 2024 – September 30, 2024

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](http://subarunet.com). This information is now available.

In addition to confirming applicability based on VIN information it is also required to verify CCU part number applicability following the steps outlined later in the document.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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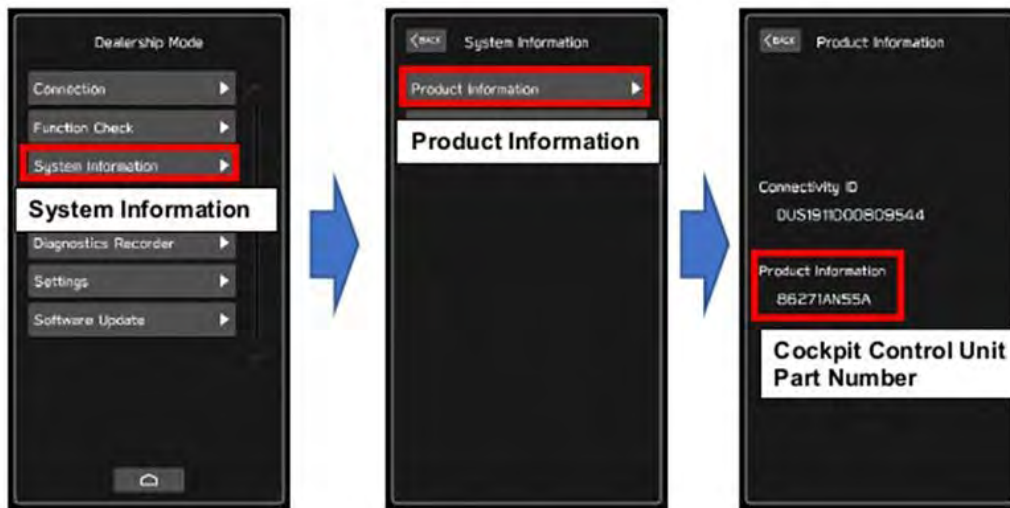
**How to check the CCU (Cockpit Control Unit) part number for WRC-24 service program applicability**

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 Menu.



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After access the Dealership Mode, go to Product Information and check the part number of the CCU.



Applicable part numbers are **86201AN55A** and **86271AN55A**. If the last letter is “**B**” or “**C**”, the CCU is not eligible for WRC-24 service program and the software shouldn’t be updated per this document.

### ***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

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

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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)



### 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.

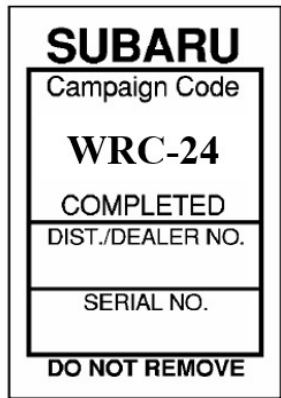
Please follow **TSB 15-305-22 “SERVICE PROCEDURE/INFORMATION”** section to verify the software version and perform the software update as applicable.

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**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



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this campaign will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code
WRC-24 CP1 SOFTWARE INSPECTION ONLY	A100-320	0.2h	WRC-24
WRC-24 CP1 SOFTWARE UPDATE	A100-324	1.0h	

**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.

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## 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



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



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.

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## **IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://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](http://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