

Subarunet Announcement

To: All Subaru Retailers

From: Subaru of America, Inc.

Date: February 10, 2026

New Subaru Service Program: WRB-26 DCM replacement and CCU initialization

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2023-2024 model year Legacy and Outback vehicles equipped with certain DCMs.

Reason for this Service Program

The subject vehicles were incorrectly linked with their corresponding software versions during a FOTA distribution, which may have caused telematics service functions to become unavailable.

Repair

Subaru retailers will inspect the DCM installed in the vehicle, and if necessary, replace the DCM and initialize the CCU at no cost to the customer.

Affected Vehicles

A total of 3,599 U.S. vehicles will be included in this service program as listed below.

Model Year	Carline	Production Date Range
2023-2024	Legacy and Outback	September 9, 2022 - June 15, 2023

Not all vehicles in the production range listed above are affected by this service program. Coverage must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com prior to repair. This information will be available today.

The WRB-26 customer notification date has not yet been determined. The VINs will show an 'Open-Limited parts available' status until the owner notification letters are mailed. This status will allow for repairs to begin on those vehicles if they are presented for other services prior to owner notification. We will provide additional communication as to when owner notification letters will be mailed, and any related VIN status updates.

Service, Parts, and Claim Instructions

For detailed service, parts, and claim instructions, please refer to the WRB-26 Service Program Bulletin on STIS, which will be available later this week.

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 (used, demo & SSLP). Whenever a vehicle subject to this service program is taken into retailer inventory necessary steps should be taken to ensure the correction has been made before selling or releasing the vehicle.

Owner Notification

Subaru will notify affected vehicle owners by first class mail, and retailers will be advised when that owner notification is scheduled.