

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: 2023-2024MY Legacy & Outback **NUMBER:** WRB-26
SUBJECT: Incorrect FOTA Distribution for Data Communication Modules **DATE:** 02/11/26
REVISED: 04/09/26

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 THE 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.

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
2023-24MY	Legacy & Outback	Between 7/9/22 & 6/15/23

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 will be effective with the release of this bulletin.

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.

<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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OWNER NOTIFICATION

Subaru will notify affected vehicle owners by first class mail. Retailers will be advised when owner notification is scheduled.

REMEDY:

For all affected vehicles, Subaru retailers will check the DCM part number to confirm whether it is affected, then replace it with a new one and initialize the CCU.







PART INFORMATION:

Part Name	Part Number	Qty	Details
TELEMA RPR ASSY STD (Data Communication Module)	86229AN30C	1	For Standard Audio
TELEMA RPR ASSY PRM (Data Communication Module)	86229AN31C	1	For Premium Audio

NOTE: The DCMs listed above do not include the back-up battery. If DCM replacement is required, the back-up battery is to be transferred from the original DCM to the new DCM.

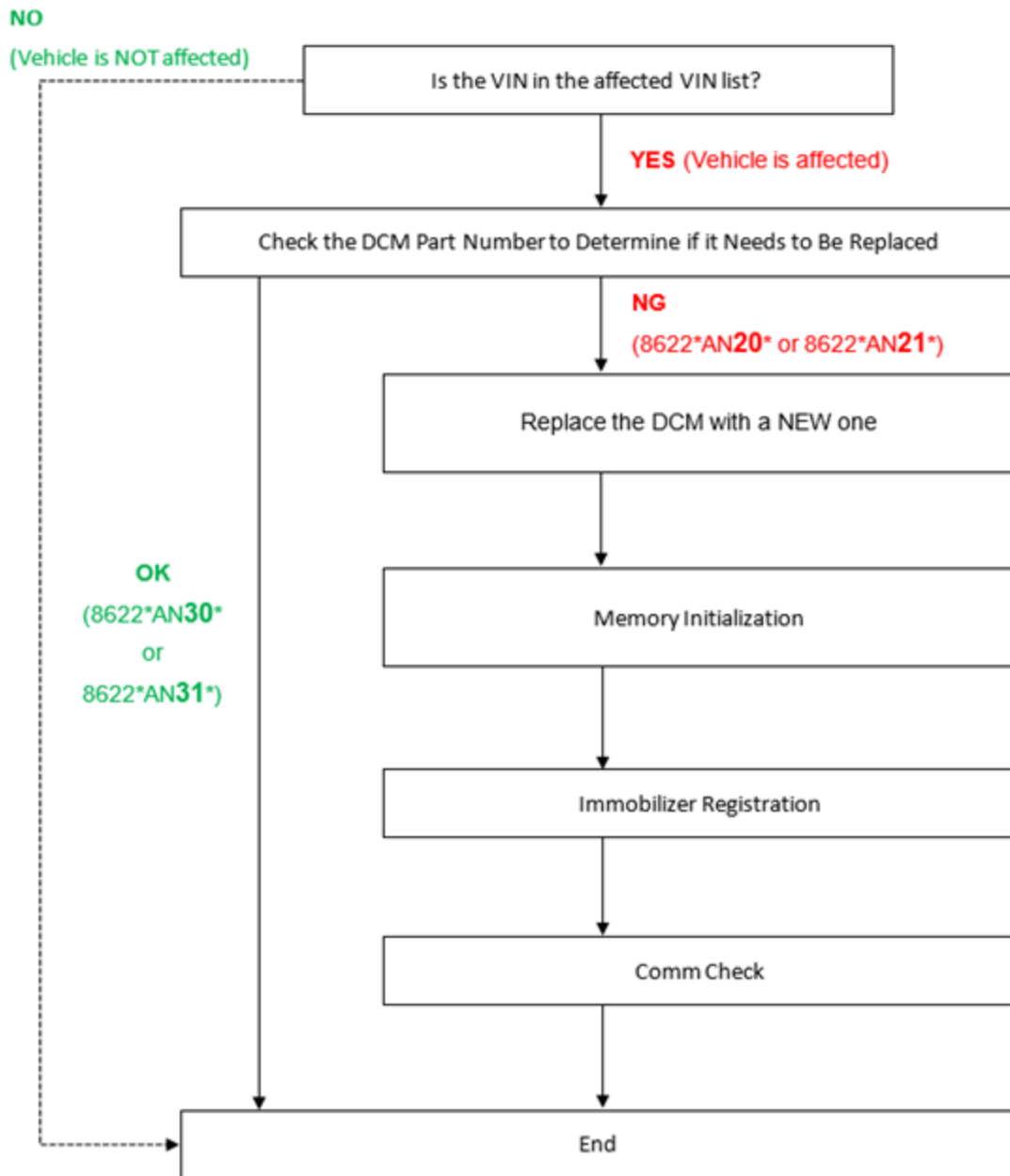
In order to expedite part release, please enter “WRB26-Last 8 of VIN” in the PO field of the order. **EXAMPLE: WRB26-SA100290. ONLY 1 DCM can be released per VIN. Any additional DCM requests will require QMR release.**

REQUIRED EQUIPMENT:

Tool Description	Applications	Image
Laptop DST-i or DST-010	For immobilizer registration	
SSM4	For immobilizer registration	
General Tools	For part removal and installation	
Torque Wrench	For torque tightening	
Plastic Trim Tool	For removing interior parts	
Protective Tape	For the protection of each part	

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SERVICE PROCEDURE / FLOW CHART:



NOTE: Details for parts indicated by an asterisk in the DCM part numbers are shown below.

Fifth Digit: 2 indicates the DCM was installed by the factory. 9 indicates the DCM is a replacement part.



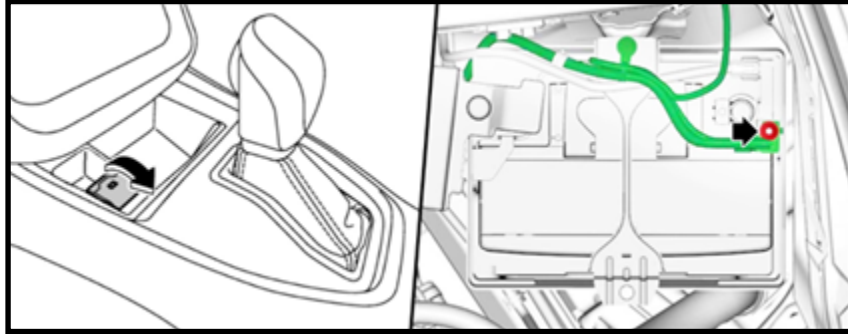
Tenth Digit: A,B, and C indicates the DCM version.

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SERVICE PROCEDURE / INFORMATION:

STEP 1: Apply the parking brake

STEP 2: Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned. **CARFULLY** disconnect the ground terminal from the battery sensor. Once disconnected, wait at least 60 seconds before starting any further procedures.

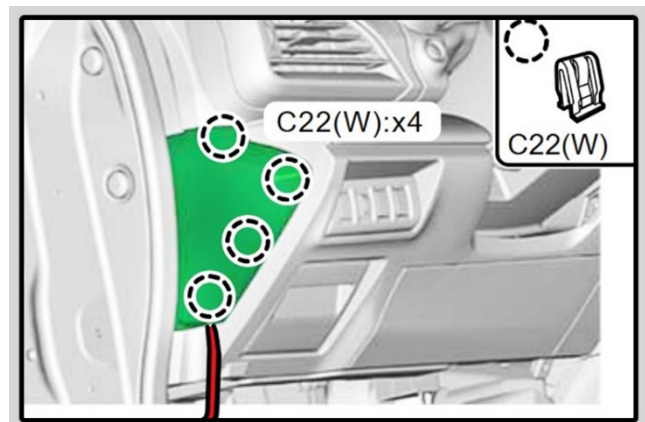


NOTE: A suitable plastic trim tool will be required for the following procedures.

STEP 3: Release the three mounting clips securing the driver side front under cover. Once released, remove the cover.

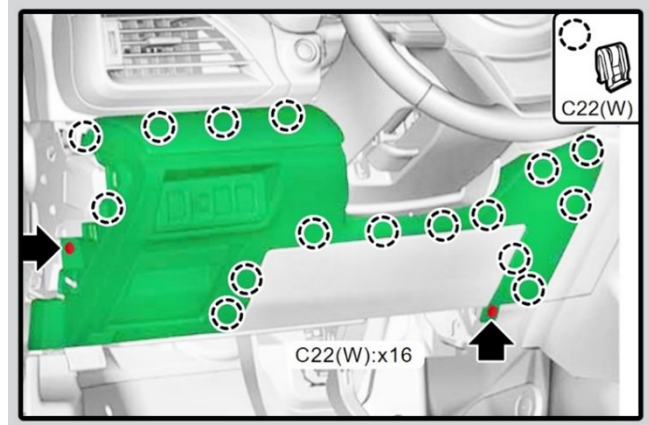


STEP 4: Release the four mounting clips securing the driver side instrument panel side cover. Once released, remove the cover.

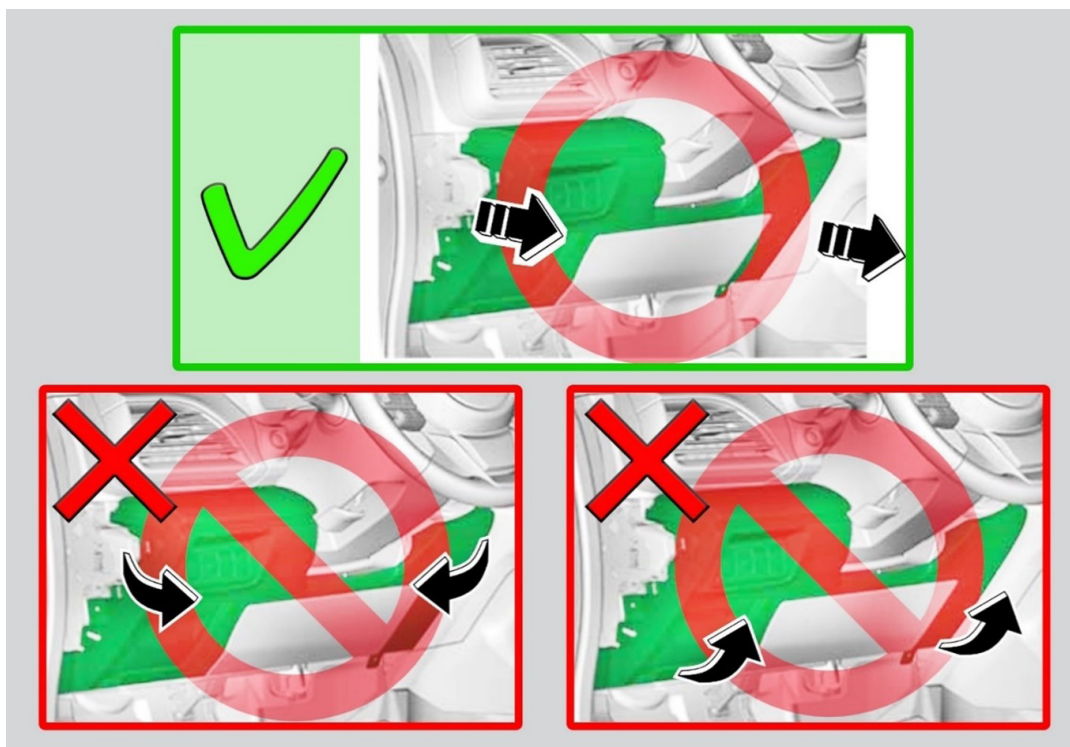


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STEP 5: Remove the two mounting screws securing the lower driver cover. Once removed, pull the cover in a straight direction toward the rear of the vehicle to release the mounting clips. Disconnect all electrical connections. Remove the lower driver cover from the vehicle.

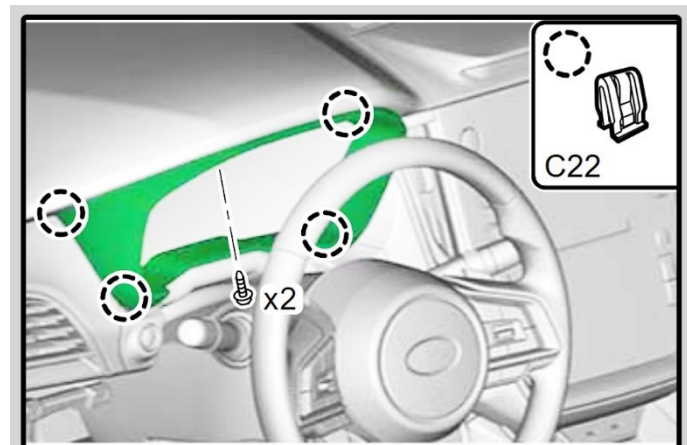


CAUTION: When removing the lower driver cover, **ALWAYS** pull the cover in a straight direction. Pulling in a lateral or upward direction may cause damage to the lower driver cover.



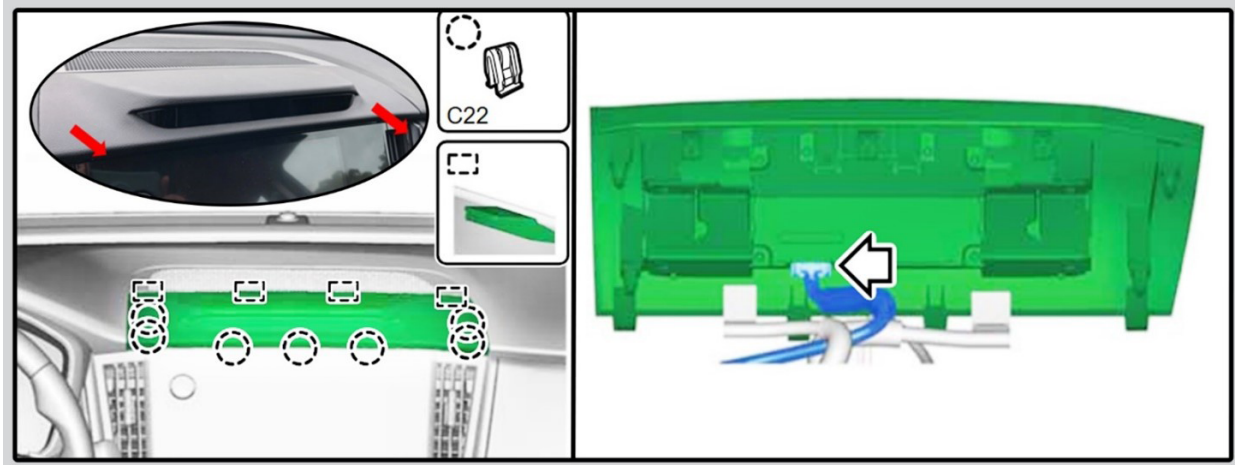
CAREFULLY disconnect all electrical connections. Remove the lower driver cover.

STEP 6: Release the steering column lock, adjust the steering wheel to the lowest level and pull it outward to its full extent. Lock the steering in this position. Using a small screwdriver, remove the two mounting screws for the combination meter trim panel. Release the four mounting clips securing the panel. The panel can then be removed.

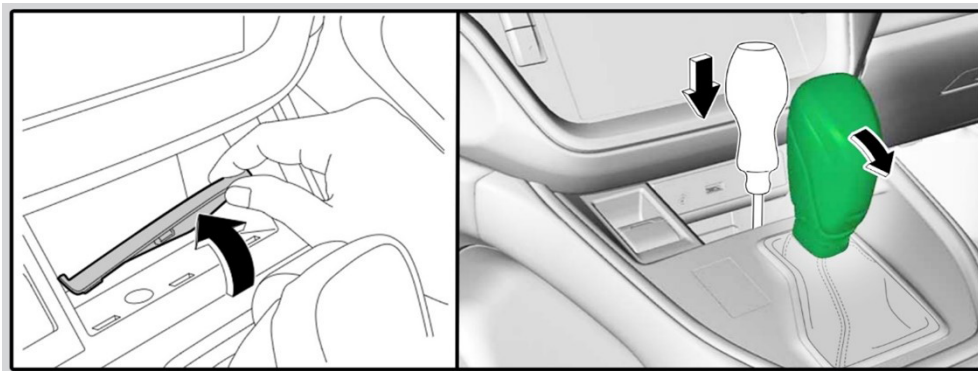


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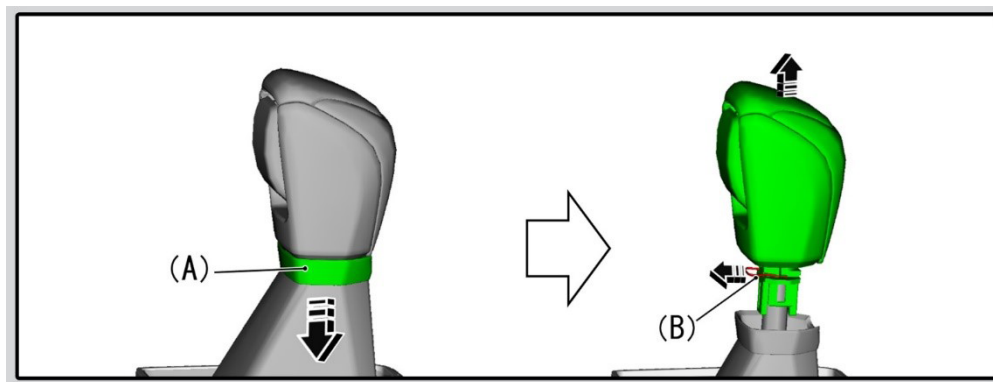
STEP 7: Release the 7 mounting clips from the driver monitoring unit. Once released, pull the unit toward the rear of the vehicle in a straight direction. Release the electrical connection and remove the unit from the vehicle.



STEP 8: Remove the rubber grip mat from the center tray. Using a screwdriver or suitable tool, release the shift lock and shift the lever into the neutral position.



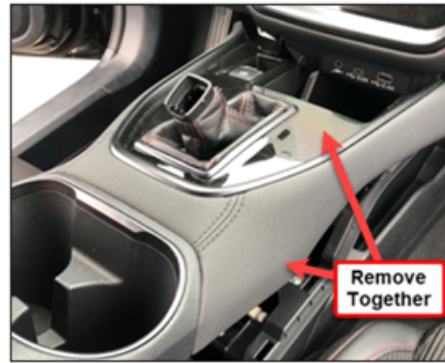
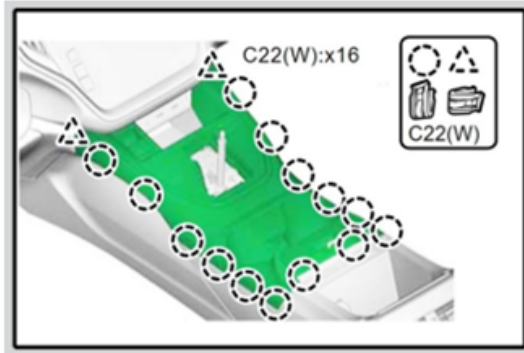
STEP 9: Detach clamp (A) from the shift knob. Release clip (B) from the shift knob and remove the knob from the lever. ALWAYS maintain proper shift rod alignment when reinstalling (detailed information can be found in the September 2021 TechTIPS article).



CAUTION: Be careful not to lose the clip.

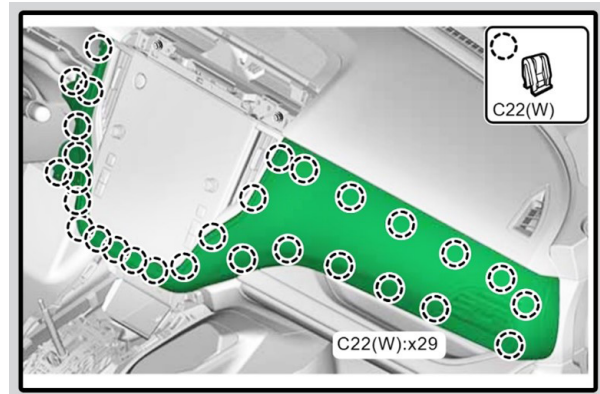
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STEP 10: Release the center console cover mounting clips and remove the cover with the shift boot/bezel attached.

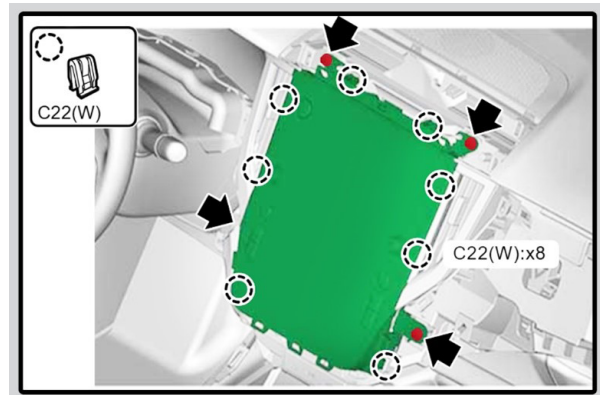


STEP 11: Release the mid passenger ornament panel mounting clips and remove the panel.

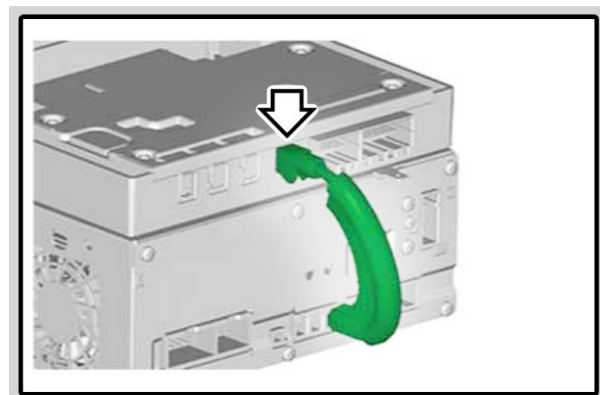
NOTE: Vehicles equipped with push button start will require the push button ignition switch to be disconnected prior to removal.



STEP 12: Remove the four screws securing the Center Information Display (CID) assembly. Release the mounting clips and **CAREFULLY** pull the assembly out far enough to disconnect the electrical connections. Once all the connectors are disconnected, the CID assembly can be removed.



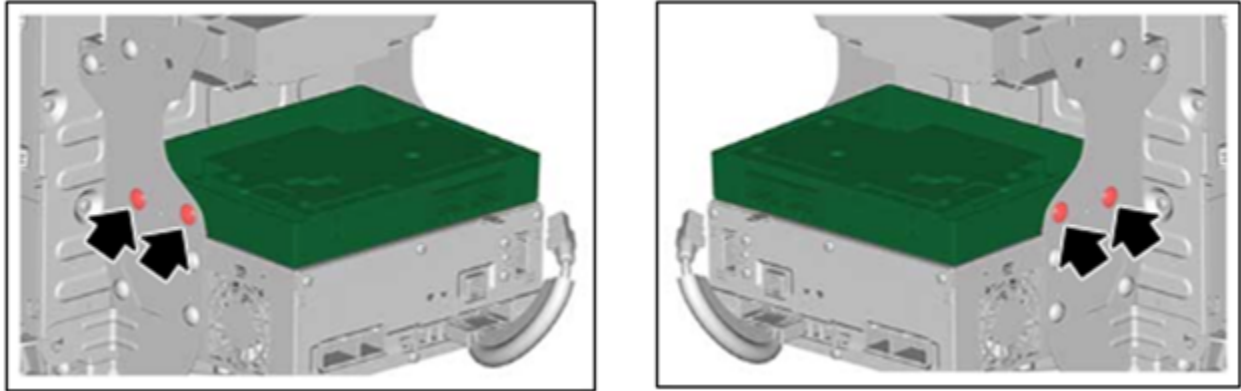
STEP 13: Place the CID assembly on a secure flat surface. Disconnect the Data Communication Module (DCM) cable.



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STEP 14: Remove the four DCM mounting screws located on the left and right side. The DCM can then be removed.

CAUTION: DO NOT apply any impact to the CID assembly or DCM during this process.

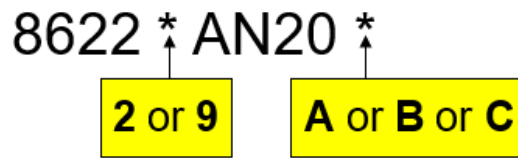


STEP 15: Inspect the part number located on the DCM label. Refer to the judgement criteria shown below.

JUDGMENT CRITERIA		
Check the DCM Part Number to Determine if it Needs to Be Replaced.		
Result	Next step	
OK (No need to replace the DCM)	8622 *AN 30* or 8622 *AN 31*	Reinstall all removed parts. The procedure is complete.
NG (Replacement Needed)	8622 *AN 20* or 8622 *AN 21*	Proceed to STEP 16.

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NOTE: Details for parts indicated by an asterisk in the DCM part numbers are shown below.



Fifth Digit: 2 indicates the DCM was installed by the factory. 9 indicates the DCM is a replacement part.

Tenth Digit: A,B, and C indicates the DCM version.

STEP 16: Replace the DCM with a new part. Reinstall all parts in the reverse order of removal.

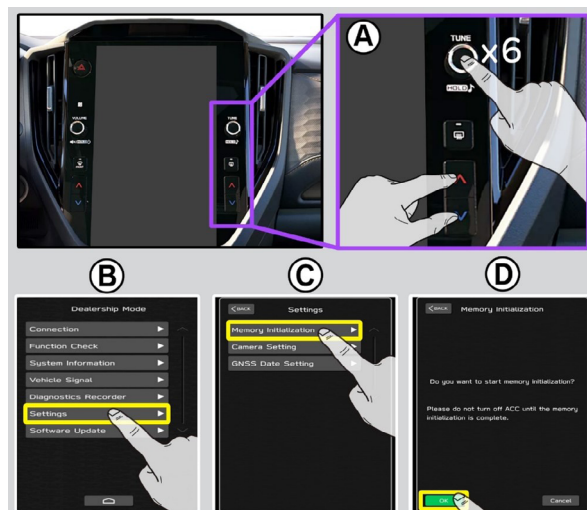
IMPORTANT NOTES:

- When replacing the DCM, remove the backup battery from the original DCM and install it to the new part. There is no need to install a new backup battery
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5 N·m while supporting the sensor with the other hand as outlined in the applicable Service Manual under: [Engine > STARTING/CHARGING SYSTEMS > Battery Sensor.](#)

STEP 17: To restore CID assembly to its normal operating state, please perform a memory initialization by following the steps below.

NOTE: Initializing the memory will reset the internal memory to its default state and erase all custom settings. Please record any necessary settings beforehand.

- With the ignition on or the engine running, **Press and Hold** both the upper and lower temperature control buttons on the **Right** side, and simultaneously press the tuning/scroll knob **Six Times**. Then release all buttons to display the dealer mode menu.
- Select “**Settings**”.
- Select “**Memory Initialization**”.
- Select “**OK**” to complete the memory initialization.



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STEP 18: Perform registration of the immobilizer as per the “Type G” or “Type H” section of the Registration Manual for Immobilizer.

NOTE: Type G = Key Start models. Type H = Keyless Access with Push Button Start models.

STEP 19: Please perform the Comm Check using the following steps and verify the LED indicator status.

- A. Disconnect Subaru Select Monitor (SSM) if connected to the vehicle.
- B. Check that the LED of the telematics button illuminates green (Factory Mode).
- C. Press and hold the i-button for at least two seconds.




NOTE: During Comm Check, LED blinks in green and red alternately.

- D. Confirm the LED located on the telematics button operates and observe the outcome.

IMPORTANT NOTES:

- Do not press the i-button for more than 2 seconds while a Comm Check is running, as this will return the unit to Factory Mode. If the unit does return to Factory Mode, press and hold the i-button again for more than 2 seconds to run a Comm Check.
- The LED indicator in Factory Mode is also green, so be careful not to mistake it for Normal Condition.
- For cases of failed Comm Checks on subscribed vehicles, inspect Fuse #4.

NOTE: When the subscription is complete, the telematics system will automatically activate during the “Comm Check.” The LED blinks GREEN & RED alternately during activation. Once completed, the LED will display one of the three results below.

LED OFF	GREEN LED ON	GREEN and RED LED ON
		
<p>Normal Condition Without STARLINK® Subscription</p>	<p>Normal Condition With STARLINK® Subscription</p>	<p>Comm Check CANNOT Be Performed (See Appendix)</p>

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DCM POST INSTALLATION INFORMATION:

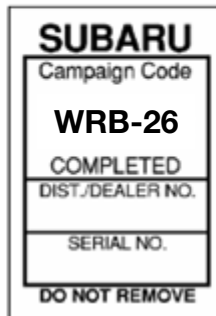
- Verify subscription status using SSM prior to vehicle release
- Immobilizer key registration **MUST** be performed using SSM prior to release.
- All vehicles with an active subscription **MUST** have a functioning Comm Check using the i-button prior to release.
- In some cases, the head unit will perform a FOTA after a DCM replacement. It is important to not attempt any other activations with the head unit during this time.

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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

Labor Description	Labor Operation #	Labor Time	Fail Code
DCM PART NUMBER CHECK, REPLACEMENT OF DCM AND CCU MEMORY INITIALIZATION	A100-901	1.0	WRB-26
DCM PART NUMBER CHECK ONLY	A100-902	.7	

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

Additional Telematics LED Information

Normal Conditions:

LED status	Subscription contents	Contents
VN-AJ  ET-11474	Without subscription of SUBARU STARLINK	Comm Check and communication establishment completed
VN-AJ  ET-11475	With subscription of SUBARU STARLINK	

Malfunctioning Conditions:

LED status	Cause	Corrective action
VN-AJ  ET-11476	Comm Check cannot be performed normally due to poor radio wave environment.	Perform Comm Check again in a location with good radio wave environment. Note: Radio wave reception condition can be checked using Subaru Select Monitor. 1. Turn the ignition switch from OFF to ON. 2. Press and hold the i-button for 2 seconds or more to set to Factory mode, and press and hold the i-button for 2 seconds or more again to perform Comm Check.
	Comm Check cannot be performed normally as the server has a malfunction.	Call an authorized workshop and check that the serial number, IMEI number, and chassis number are correct.

NOTE: In some rare cases when DCM provisioning does not occur and the telematics data indicates the vehicle is not in factory mode with a signal greater than 28%, a Techline case can be created following the tips outlined in [TechTIPS Special Edition July 2024](#).

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



SUBARU

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

Subaru Service Program WRB26

April 2026

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 2023-2024 model year Legacy and Outback vehicles equipped with certain Data Communications Modules (DCMs).

REASON FOR THIS SERVICE PROGRAM

An error that occurred during an over-the-air software update may have caused telematics service functions to become unavailable.

REPAIR

Subaru retailers will inspect the DCM installed in your vehicle, and if necessary, replace the DCM and initialize the Cockpit Control Unit (CCU) at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed. Look for an email in the coming days regarding your MySubaru subscription.

HOW LONG WILL THE REPAIR TAKE?

The actual time to check the DCM is less than 45 minutes. If the DCM needs to be replaced, the time required to perform the repair will take up to one 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/customer-support.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.wrb26.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.