

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: December 11, 2020

New Subaru Service Campaign:
WRI-20 – Cockpit Control Module (CCM) software update

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service campaign for certain 2020-2021 model year Legacy and Outback vehicles to update the Cockpit Control Module (CCM) software to the latest version.

Affected Vehicles

The number of U.S. vehicles included in this service campaign is 212,971.

Not all vehicles listed below are included in this campaign. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information will be available today.

Model Year	Carline	Affected units
2020-2021	Legacy	Refer to Vehicle Coverage Inquiry for WRI-20 Campaign Applicability
2020-2021	Outback	

Description of the Repair

Subaru retailers will reprogram the CCM software on the affected vehicles for free.

Retailer Responsibility

Any vehicles listed in any recall/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 campaign 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

Owner notification letters will be mailed in January 2021. Retailers will be notified when owner notification begins.

Service and Claim Instructions

Please refer to the WRI-20 Service Program Bulletin on STIS for detailed information.