

## **Subarunet Announcement**

**To: All Subaru Retailers**  
**From: Subaru of America, Inc.**  
**Date: January 14, 2021**

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

### **Owner Notification**

Please be advised that owner notification letters will be mailed on January 22, 2021.

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 is now available.

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.

### ***Service and Claim Instructions***

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