

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: November 21, 2022

UPDATE Subaru Service Program: WRI-22 – 2023 MY Legacy and Outback Telematics DCM replacement

Owner Notification

Owners will be notified by first class mail on December 1, 2022.

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) has initiated a service program for certain 2023 model year Legacy and Outback vehicles equipped with STARLINK In-Vehicle Technology.

Reason for this Service Program

The APN (Access Point Name) profile within the telematics data communications module (DCM) software is incorrect. When the DCM cannot connect to the 4G VoLTE network for in-vehicle voice calls, the APN tries to connect to the 3G network. As a result, since the 3G network is no longer available in the U.S., the attempted call will fail.

In-vehicle voice calling includes Automatic Collision Notification, SOS Emergency Assistance, and Enhanced Roadside Assistance.

Affected Vehicles

The number of U.S. vehicles included in this service program is 21,763.

Model Year	Carlines	Production date range
2023	Legacy and Outback	July 22, 2022 – September 29, 2022

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.

Description of the Repair

Subaru retailers will inspect and, if necessary, replace the telematics DCM 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.

Parts, Service, and Claim Information

Please refer to the WRI-22 Service Program Bulletin for detailed service and claim information.