

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 27, 2023

UPDATE Subaru Service Program: WRB-23 –Telematics DCM reprogramming

Owner Notification

Owners will be notified by first class mail on March 10, 2023.

As a reminder, retailers may access their open affected VIN list for any recall or campaign on subarunet.com, under Recalls & Campaigns/Recall Affected VIN List.

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program for certain 2022 model year Forester, 2022 model year WRX, and 2022-2023 model year BRZ vehicle equipped with STARLINK® In-Vehicle Technology.

Reason for this Service Program

Due to an inaccurate internal timer within the telematics data communications module (DCM), STARLINK remote services from the MySubaru app or MySubaru.com including remote engine start (RES), remote door lock/unlock request, remote horn/lights, and vehicle locator will not operate after 388 days from the date that the DCM was activated.

Affected Vehicles

The number of U.S. vehicles included in this service program is 114,460.

Model Year	Carline	Production date range
2022	Forester	September 23, 2021 - October 4, 2022
2022	WRX	January 21, 2022 – November 2, 2022
2022-2023	BRZ	September 2, 2021 – October 3, 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. This information is now available.

Please note that this service program replaces technical service bulletin TSB 15-306-22, and involves the same procedure described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program.

Description of the Repair

Subaru retailers will reprogram 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 WRB-23 Service Program Bulletin on STIS for detailed service and claim information.

As mentioned previously, this service program replaces technical service bulletin 15-306-22, and involves the same procedure described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program. However, due to claim submission timing and owner notification timing, it is possible that some vehicles that already received the DCM reprogramming have been included in this campaign. Those vehicles should not be updated a second time.

If, in response to the owner notification letter, retailer outreach, or push notifications for this service program, a customer informs your personnel that they have already had this repair performed, please verify the repair history of the VIN. If it is confirmed that the DCM reprogramming was already performed, please contact the SOA Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for assistance in closing WRB23 service program coverage for that vehicle.