

- 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: 2019-2023 Crosstrek Hybrid

NUMBER: WRC-23

SUBJECT: VDC control module reprogramming for DTC C1411

DATE: 05/02/23

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating this service program to reprogram the Vehicle Dynamic Control (VDC) Control Module on certain 2019-2023 model year Crosstrek PHEV vehicles.

Reason for this Service Program

The vehicles included in this service program may experience VDC memory corruption. As a result, DTC C1411 will be detected and the check engine light, brake warning light, and other warning lights may illuminate. Additionally, the Electronic Parking Brake and Anti-Lock Brake System may not operate.

Affected Vehicles

The number of U.S. vehicles included in this service program is 9,280.

Model Year	Carline	Production Date Range
2019-2023	Crosstrek PHEV	November 16, 2018 – August 02, 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.

Description of the Repair

Subaru retailers will reprogram the VDC control module as described in this Service Program Bulletin at no cost to the customer.

<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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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.

Owner Notification

Subaru will notify affected vehicle owners by first class mail. on May 12, 2023.

PACK FILE APPLICABILITY:

File Description	Decryption Keyword
27596FL291.pk2	3C9B5441

SERVICE PROCEDURE / INFORMATION:

IMPORTANT: If DTC C1411 is currently stored within the VDC Control Module prior to performing the reprogramming procedure, perform the necessary diagnosis and/or repair procedures outlined in the applicable Service Manual before proceeding.

- Reprogram the ECM following the normal FlashWrite procedure.

Subaru of America, Inc. (SOA) highly recommends utilizing either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle in the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it will take less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

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NOTES:

- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.
- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up the charger for Power Supply Mode.
- Select the correct battery type (Enhanced Flooded, Flooded, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery. **NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts.
- DO NOT connect the DST-i or DST-010 until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 Volts, connect the DST-i or DST-010 to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14 Volts while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

NOTE: Control module failures resulting from battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the DCA-8000 and the GR8-1100 and their Power Supply Mode feature have been tested and approved by SOA.

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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

SUBARU
Campaign Code
WRC-23
COMPLETED
DIST./DEALER NO.
SERIAL NO.
DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.

Labor Description	Labor Operation #	Labor Time
VDCCM REPROGRAMMING	A167-318	0.4

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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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 WRC-23
May 2023**

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.

Subaru of America, Inc. (Subaru) is initiating a service program to reprogram the Vehicle Dynamic Control (VDC) Control Module on certain 2019-2023 model year Crosstrek PHEV vehicles. You have received this notice because our records indicate that you currently own one of these vehicles.

REASON FOR THIS SERVICE PROGRAM

The vehicles included in this service campaign may experience VDC memory corruption. As a result, a certain Diagnostic Trouble Code (DTC) will be detected and the check engine light, brake warning light, and other warning lights may illuminate. Additionally, the Electronic Parking Brake and Anti-Lock Brake System may not operate.

REPAIR

Your Subaru retailer (dealer) will reprogram the VDC control module at no cost to you.

WHAT YOU SHOULD DO

Please contact your Subaru retailer for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The actual time to perform this repair is less than 30 minutes. 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 update this information online at www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the 'Quick Links' menu.

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.wrc23.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.

A subsidiary of SUBARU CORPORATION