

- 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:** 2017 MY Legacy  
2017 MY Outback

**NUMBER:** WUD-89

**DATE:** 03/06/19

**SUBJECT:** Combination Meter Reprogramming Service Program

**INTRODUCTION:**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to reprogram the combination meter software to ensure improved accuracy of the driving range indicator calculation in the multi-information display.

**AFFECTED VEHICLES:**

Model Year	Carline	Production Range
2017	Legacy	All
2017	Outback	All

Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on [subarunet.com](http://subarunet.com). This information is now available.

**DESCRIPTION OF THE REPAIR:**

Subaru retailers will reprogram the combination meter software on affected vehicles with the latest version at no charge to the customer.

**RETAILER RESPONSIBILITY:**

Retailers are to promptly perform this update on any affected vehicles that may be in their inventory. 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 update has been made before selling or releasing the vehicle.

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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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Any vehicles listed in a service program that are in the retailer's stock must be:

- Immediately identified.
- Tagged or otherwise marked to prevent their delivery or use prior to inspection and/or repair.
- Updated in accordance with the repair procedures outlined in this Service Program Bulletin.

### **OWNER NOTIFICATION:**

Subaru is in the process of acquiring registration data and will notify affected vehicle owners by first class mail by the end of March. Retailers will be advised when owner notification occurs.

### **RETAILER AFFECTED VIN LISTS:**

Each Subaru retailer will receive an affected VIN list from their Zone Office. Vehicles will be assigned to retailers as follows:

- Original vehicle owners are assigned to the original selling retailer when their current address is within a 100-mile radius of that retailer.
- If the original selling retailer is inactive, the VIN has been assigned to the nearest active retailer.
- For any new owners or when original owners live more than 100 miles from the original selling retailer, the VIN has been assigned to the nearest active retailer.

**IMPORTANT:** Retailer affected VIN lists include information for vehicles affected by this service program. This information will enable retailers to follow up with owners of affected vehicles. The lists contain owners' names and phone numbers obtained from State Motor Vehicle Registration Records. The use of such motor vehicle registration data for any other purpose is unlawful. Accordingly, retailers are required to limit the use of these lists for the sole purpose of completing this service program.

### **SERVICE PROCEDURE:**

#### **Tools Required:**

- Plastic Trim Stick
- Small flashlight (not required but can come in handy)
- Phillips Screwdriver (magnetic tip preferred)
- 1/4" Drive Ratchet
- 1/4" 10mm Deep Socket (or shallow w/ short extension)
- 1/4" 12mm Socket (Deep or Shallow)
- Large CLEAN cloth or hand towel
- Reprogramming Tool: Part Number 85009AL000
- Subaru Select Monitor 4 (SM4)

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**Step 1:** Connect the SM4 and navigate to Work Support for the Combination Meter. Click on “Software information” and confirm the current software version. Refer to the table below for the version information. **The first 4 digits** of the Software information number signify the version number. If the first 4 digits show an “After Update” version ID, record the VIN and Mileage so WUD-89 can be closed out in the Claims system. Proceed to the CLAIM REIMBURSEMENT AND ENTRY PROCEDURES section.

MY	Before Update	After Update
2017	2060	2081
	2070	
	2080	

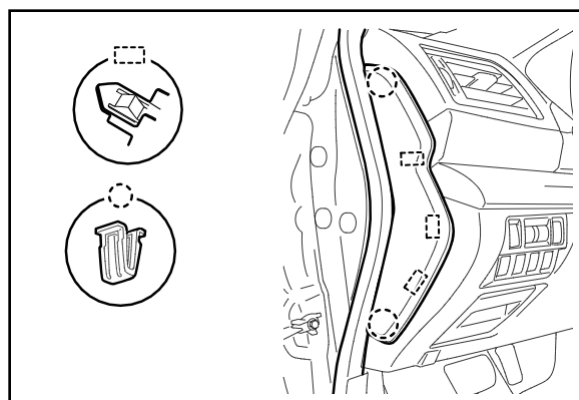
**Step 2:** Adjust the steering column all the way down and fully extend it to provide the maximum clearance for removing the combination meter.

**Step 3:** While holding / supporting the battery sensor with 1 hand (to keep it from turning), use the 12mm socket to remove the negative battery cable. **DO NOT** remove the sensor from the battery post.

**TIP:** Put a rag over the sensor to help keep your hands from getting greasy.



**Step 4: CAREFULLY** remove the IP end cover using the plastic trim stick. There’s a retaining clip at the top and bottom with 3 locating pins in between.

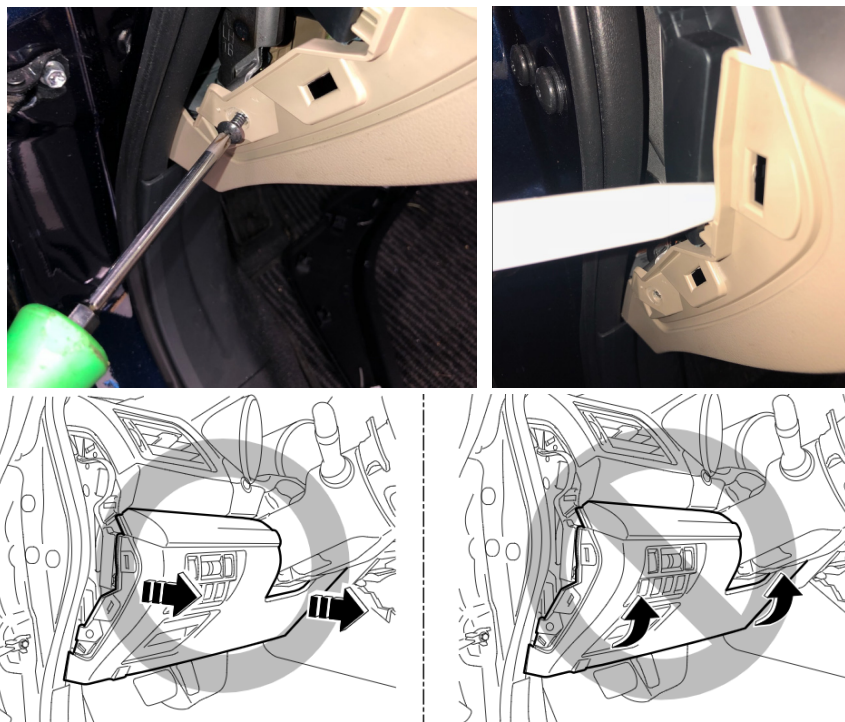


**TIP:** As you go through each step, make mental notes of where the retaining clips are as each trim part is removed. This way, you’ll know where the trim stick must go to release them on the next car.

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**Step 5:** Remove the phillips screw and release the 1 clip on the end portion of the trim shown in the photo. Then, **CAREFULLY** release and lower the lower IP trim panel by pulling it straight back toward you. **DO NOT** try to “peel” it up from the bottom. Leave all switches and the aspirator tube connected.

**TIP:** The lower undercover does not need to be removed. Leave it attached to the lower IP trim panel.

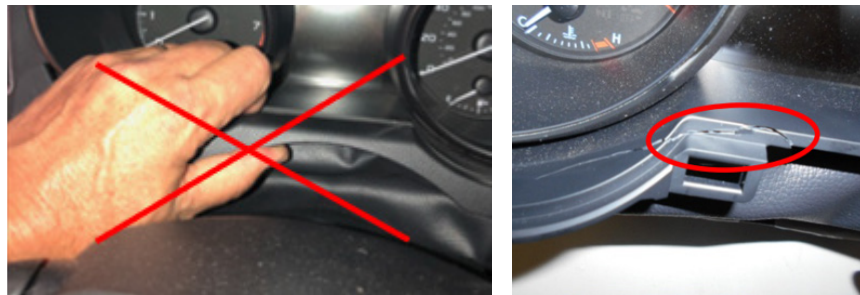


Before proceeding to **Step 6** below, it must be stressed to **TAKE YOUR TIME** when removing and reinstalling the combination meter. The photos below illustrate what can happen to the meter assembly when not performing these steps **CAREFULLY**. These 3 examples show damage caused by outside influence which is not a matter for warranty.



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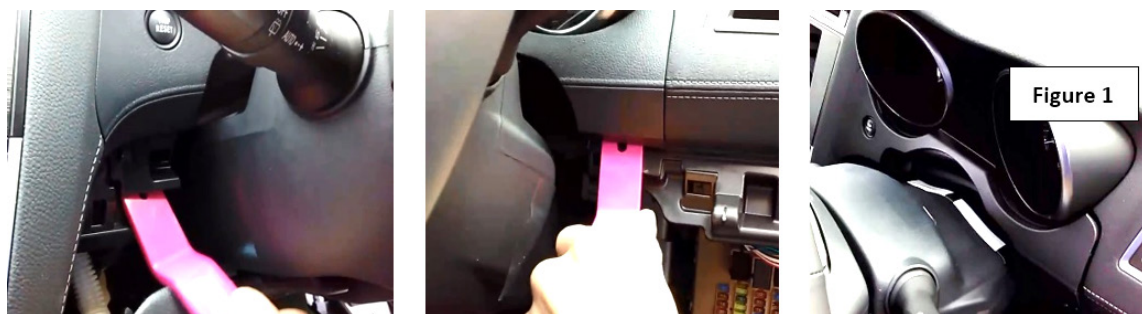
**Step 6: NOTE:** Previously, the removal procedure showed releasing the top claws on each end, grasping the bezel with the thumb and forefinger and pulling straight back to release the 2 center retaining clips. Use the photos below for reference when **CAREFULLY** removing the combination meter lower trim bezel. Reports of damaged meter housings as shown in the example photo below, right have necessitated revisions to this step since the release of the WTW-82 campaign.



- Release the top claws on both sides using a trim stick as previously recommended.



- Release the lower claws on both ends of the bezel using a trim clip removal tool as shown. When all four corners are released, the bezel will appear loose as shown in Figure 1 below BUT, there are 2 more upper / center retaining clips which must be **CAREFULLY** released from underneath before the bezel can be removed.



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- Use a flat-blade screwdriver with protective tape added shown in Figure 2 and 3 below works well. A CAREFUL twist of the tool will release the clips. NOTE: These 2 center clips will likely require more effort to release the first time than in the future if necessary.



Figure 2

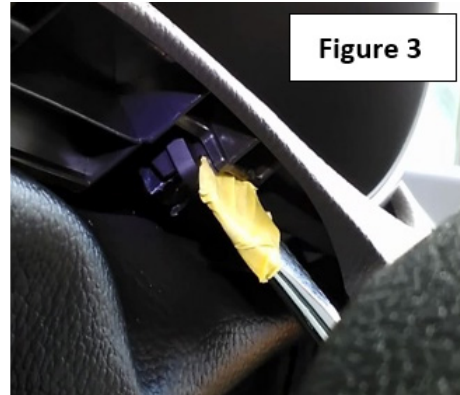
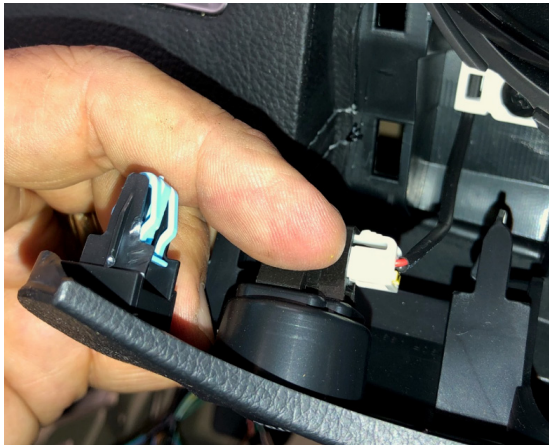


Figure 3

- Once the bezel is loose, disconnect the trip reset button harness connector and put the piece aside. On Push Start models, LEAVE THE START SWITCH CONNECTED and just flip the bezel over toward the radio. Cover the bezel with a clean shop cloth to make sure does not scratch the audio unit face or any surrounding trim.



**Step 7:** Use the trim stick to release the 4 clips holding the fabric “gap cover” trim in place at the front of the steering column cover. If you have a good thumbnail, use it to create a gap for inserting the trim stick. Insert the trim stick and work your way across to remove the trim as shown in the photo sequence below. **NOTE:** The fabric is “attached” to a plastic reinforcement piece that clips onto the underside of the combination meter. Leave it attached to the combination meter. **DO NOT EVER** pull on the fabric as it is only lightly attached.



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**Step 8:** Remove the 2- 10mm bolts from the underside of the visor and the 2 phillips screws on the bottom corners of the combination meter.



**TIP:** Use a finger under the head of the screw to keep from dropping it inside the IP.

**Step 9:** Cover the steering column cover with a clean cloth or towel to protect it while removing and reinstalling the combination meter. **CAREFULLY** pull the meter toward you enough to get a hand behind it, press the lock tab on the harness connector and unplug it. There is only the one connector. Once unplugged, remove the combination meter from the IP toward the right of the steering wheel.



**Step 10:** Plug the AC adapter of the reflash tool into 120v AC “house current” and the combination meter connector into the meter. The meter will power up and illuminate completely. The tool’s Yellow LED will illuminate. Press the black button to start the update. It takes about 70 seconds to complete.



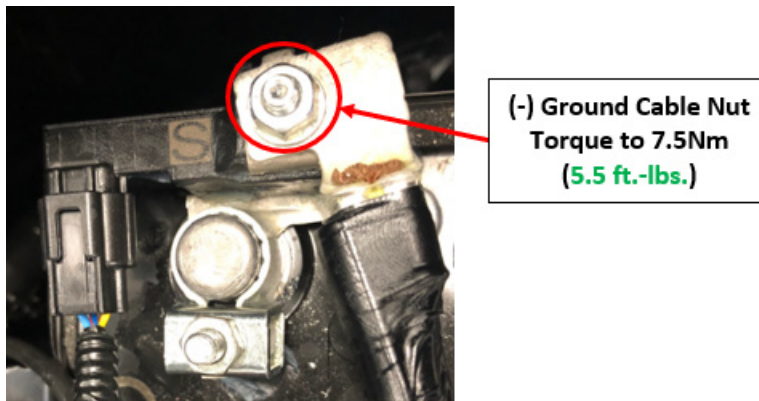
	RED LED	GREEN LED	YELLOW LED
<b>Reprogramming - Ready</b>	OFF	OFF	ON
<b>Reprogramming - Running</b>	OFF	OFF	BLINK
<b>Reprogramming - Complete</b>	OFF	ON	ON
<b>Current Version Not Affected</b>	BLINK	OFF	ON
<b>Reprogramming Error</b>	ON	OFF	ON
<b>Power Off</b>	OFF	OFF	OFF

While the update is happening, the yellow light will blink on and off. When the update is complete, the Green and Yellow LEDs will both come on solid. At this point, should the Red LED come on, repeat this (**Step 10**) again from the beginning. After successful completion, unplug the tool harness from the combination meter and the power supply from the wall outlet. This “resets” the tool.

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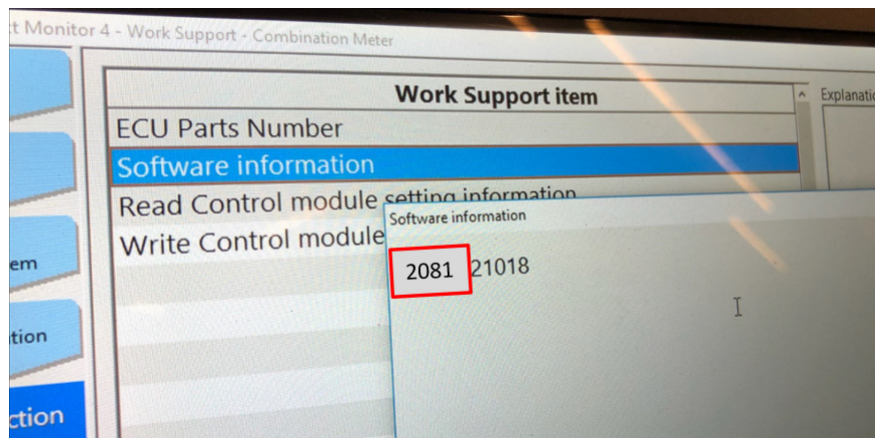
**Step 11:** Reinstall the combination meter, plug in the harness and listen for the “click” of the lock to confirm the connector is fully seated. Reassemble the IP in reverse order of disassembly.

**Step 12:** Reconnect the battery cable, hold the battery sensor with one hand and torque the 12mm nut to 5.5 ft. lbs. Use the grease pencil to put an “X” on the (-) battery post as a QC check confirming proper torque has been achieved.



**Step 13:** Press the Trip Reset button to confirm the mileage and trip meter (NOTE: The trip meter is reset by this process but odometer mileage is retained.) are displayed (This will also serve as a QC check to confirm the button harness was reconnected before the combination meter lower trim bezel was re-installed). Start the vehicle and confirm the rest of the combination meter operates normally.

**Step 14:** Connect the SM4 and navigate to Work Support for the Combination Meter. Click on Software information and confirm the update was successful. Refer to the table below for the version information. The first 4 digits signify the version number. The photo shows a successful update of a 2017 Outback (2081). Once a successful update is confirmed, the process is complete.



MY	Before Update	After Update
2017	2060	2081
	2070	
	2080	

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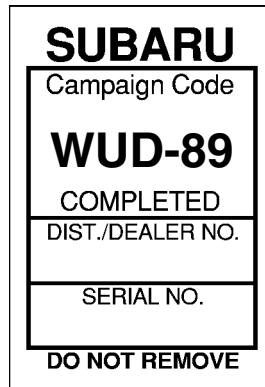


**SERVICE PROGRAM IDENTIFICATION LABEL:**

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



**CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:**

Credit to perform this service program will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

Labor Description	Labor Operation #	Labor Time	Fail Code	Claim Type
COMBINATION METER REPROGRAMMING FOR DISTANCE TO EMPTY FEATURE	184-918	0.5	WUD-89	RC
INSPECTION ONLY / VERSION NUMBER CHECK / REPROGRAMMING NOT NEEDED	184-910	0.2		

**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 of America, Inc**  
PO Box 9103  
Camden, NJ 08101-9877  
844-373-6614  
www.subaru.com

**Subaru Service Program WUD-89  
March 2019**

**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 has developed a software update to the Distance-to-Empty logic (which indicates how far you can travel on existing fuel levels) for certain 2017 model year Legacy and Outback vehicles. This software update is intended to ensure improved accuracy of your vehicle's Distance-to-Empty feature which is displayed in the vehicle instrument panel.

You received this notice because our records indicate that you currently own one of these vehicles.

**WHAT SUBARU WILL DO**

Subaru will reprogram the Distance-to-Empty logic in your vehicle at no cost to you.

**WHAT YOU SHOULD DO**

**Please contact your Subaru retailer (dealer) for an appointment to have the Distance-to-Empty software updated in your vehicle, free of charge.**

**HOW LONG WILL THE REPAIR TAKE?**

The time to perform this software update is approximately 30 minutes. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling.

**CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop-down menu.

**IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this coverage, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

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Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

**Subaru of America, Inc.  
Customer-Retailer Services Department, Attention: WUD-89 Service Program  
P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wud89.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) 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-Retailer Services 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 possible.

Sincerely,  
Subaru of America, Inc.

*A subsidiary of SUBARU CORPORATION*