

- 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:** 2019-2020MY Ascent  
2020MY Legacy and Outback

**NUMBER:** WUU-06R

**DATE:** 12/10/19

**SUBJECT:** ECM Reprogramming for DTC C1424

**REVISED:** 12/13/19

**INTRODUCTION:**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a Service Program to reprogram the Engine Control Module (ECM) on certain 2019-2020MY Ascent and 2020MY Legacy & Outback vehicles. In some vehicles, the current software may cause the sub learning value control to operate improperly during the wake-up mode of the ECM. This could cause repeated erroneous learning of the accelerator position which can result in the disabling of the VDC function. When the VDC function is disabled, EyeSight, Reverse Automatic Braking (RAB), and Electronic Parking Brake (EPB) auto release functions are disabled by the VDC fail signal causing the VDC, EyeSight, RAB and EPB warning lamps to illuminate. This program affects approximately 115,729 vehicles.

**AFFECTED VEHICLES:**

Model Year	Carline	Production Range	VIN Range
2019-2020	Ascent	March 5, 2018 – November 8, 2019	K3400001-L3428031
2020	Legacy	July 31, 2019 – October 9, 2019	L3002093-L3005628
2020	Outback	July 30, 2019 – October 5, 2019	L3100201-L3116059

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 ECM.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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.

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## RETAILER RESPONSIBILITY:

Retailers are to promptly perform this repair 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 repair has been made before selling or releasing the vehicle.

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 expects to notify affected vehicle owners by first class mail beginning January 2020. 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.

## PACK FILE APPLICABILITY:

Model	PAK File Name	New ECM Part Number	Old ECM Part Numbers	Decryption Keyword	New ECM CID Number
2019MY Ascent	22765AL735.pak	22765AL735	22765AL730, 31, 32, 33 & 34	27296879	LT8D700A
2020MY Ascent	22765AN502.pak	22765AN502	22765AN500, 501	4AD9A75F	LT8F200C00G
2020MY Legacy & Outback	22765AM972.pak	22765AM972	22765AM970, 971	94E88747	LG7D430B00G

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## SERVICE PROCEDURE:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

- Reprogram the ECM following the normal FlashWrite procedure.

Subaru of America, Inc. (SOA) highly recommends connecting either the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle and utilizing 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 takes 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.

### 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 (Flooded, EFB, 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 SDI 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 SDI 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 14V 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.

### 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.

**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.

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**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
ECM Reprogramming for DTC C1424	A145-518	0.4	WUU-06
ECM CID Check / Inspection only	A145-512	0.2	

**IMPORTANT:** Always note the original Calibration Identification number (CID) the vehicle came in with on the repair order before reprogramming and, make sure to list the NEW CID for any newly-installed programming (as confirmed from the actual control module AFTER installation). The NEW CID MUST also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission.

**NOTE:** The pak file listings provided in this bulletin are the latest available at the time of publishing. Updates are often released thereafter without revision to the original bulletin. For this reason, it is critical to always have the latest version of Select Monitor software installed on your system. You can confirm if a later version is available by entering the CID listed in this bulletin into FlashWrite. If a newer CID is shown as available in FlashWrite, reprogram using that file.

**CALIFORNIA “VEHICLE EMISSION RECALL - PROOF OF CORRECTION” CERTIFICATE**

The California Air Resources Board and the Department of Motor Vehicles Registration/Recall Program requires that all emission related Recall/Campaign or Service Program repairs be completed before a vehicle registration is renewed. Please provide owners of vehicles registered in the state of California a completed “Vehicle Emission Recall - Proof of Correction” certificate. Vehicle owners should be advised to retain this certificate because the California Department of Motor Vehicles may require they provide proof this service program repair has been completed.

Additional certificates are available through normal parts ordering channels using part number MSA6P1301. Quantity 1 = 1 booklet of 50 certificates.

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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

<b>SUBARU</b>
Campaign Code
<b>WUU-06</b>
COMPLETED
DIST./DEALER NO.
SERIAL NO.
<b>DO NOT REMOVE</b>

**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.