

- 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 BULLETIN

APPLICABILITY: 2026MY Outback **NUMBER:** 15-339-26
SUBJECT: Gen4 DCM FOTA Reprogramming **DATE:** 06/22/26

INTRODUCTION:

This bulletin provides instruction for use of a new reprogramming procedure to optimize the Gen4 DCM. Firmware-over-the-air (FOTA) is a process where remote devices can receive updates to their operating firmware. This process has become second nature with smartphones, tablets and many other connected devices. FOTA for automotive infotainment systems was designed with an emphasis on customer convenience. FOTA updates provide regular enhancements along with software patches as needed to enhance the customer experience. The convenience factor comes not only with the supply of regular updates and the enhancements they provide, but through customer control of when these updates are downloaded and installed. The only requirement is a valid subscription to MYSubaru, since the download of the software is performed via DCM.

NOTE: If a customer is simply requesting help with how to perform FOTA, provide a copy of the appropriate customer instructions for FOTA available on [Subarunet: Service Operations & Technical Forms/Downloads page](#).

SYMPTOMS ADDRESSED BY UPDATE:

This update also addresses intermittent RES system operation and doors that cannot unlock when the door handle is touched after a RES.

<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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SERVICE PROCEDURE / INFORMATION:

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

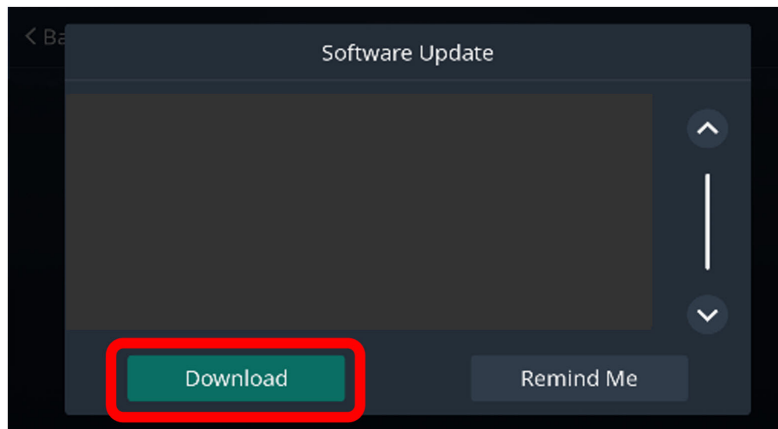
Note: The screen images in this Service Bulletin are for illustration purposes only. Actual screens may vary.

Customer in-vehicle OTA Experience(For Information Only)

Step 1: Confirm the vehicle has an active MYSubaru account.

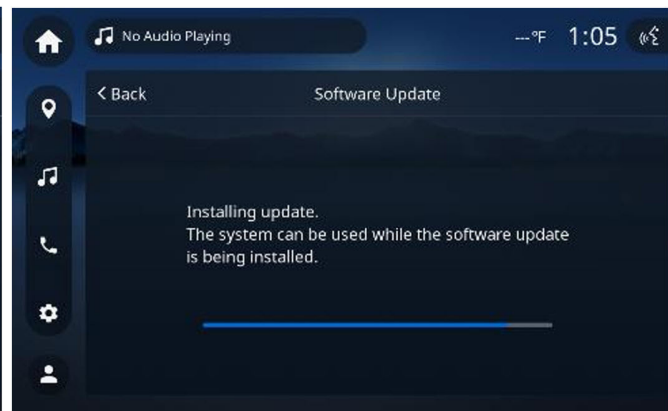
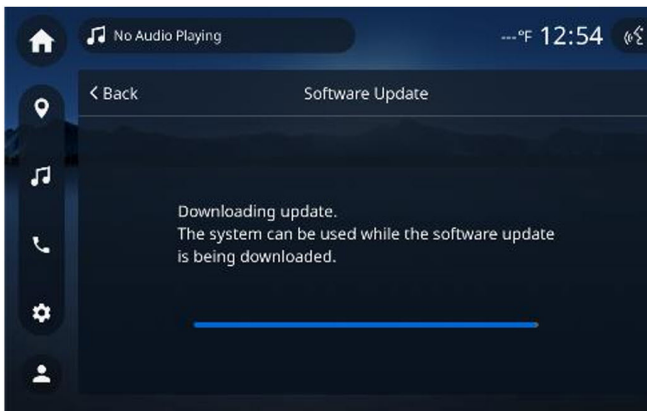
Step 2: Start the vehicle in a well-ventilated area.

Step 3A: A download notification pop-up appears automatically when the ignition switch is in the ON position. Select “Download.”



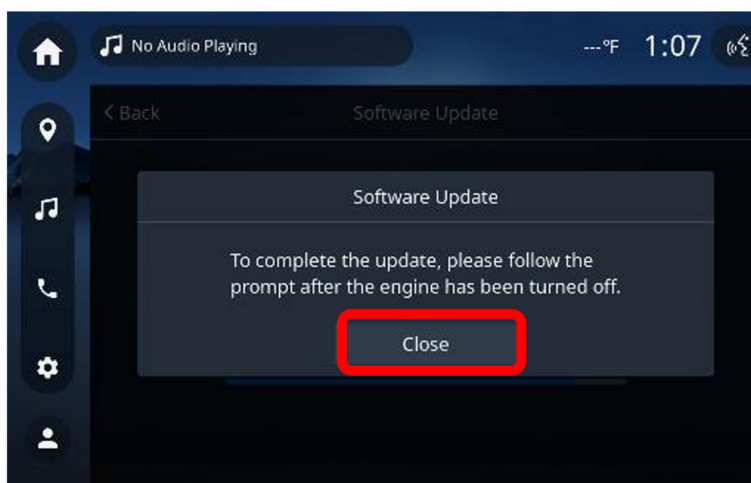
Step 3B: If you aren't prompted by a download notification select gear icon (Settings)>Software>Other System Update.

Step 4: The download will start and display a download progress bar. Once the update is downloaded it will automatically start to install.

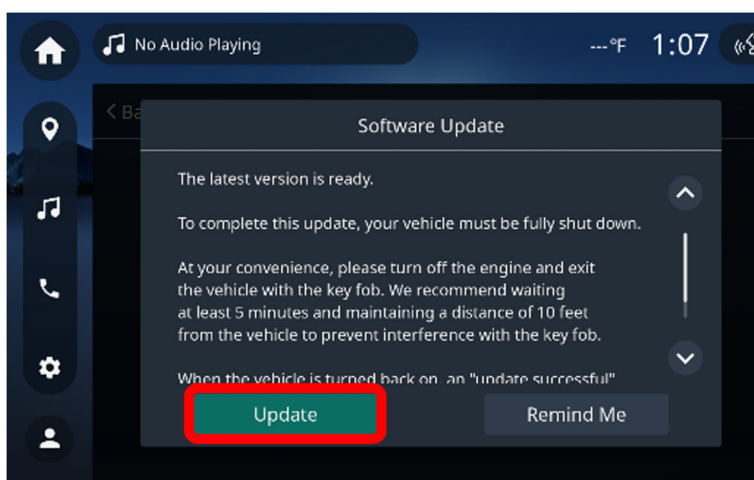


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Step 5: Once the installation is complete, select “Close.”



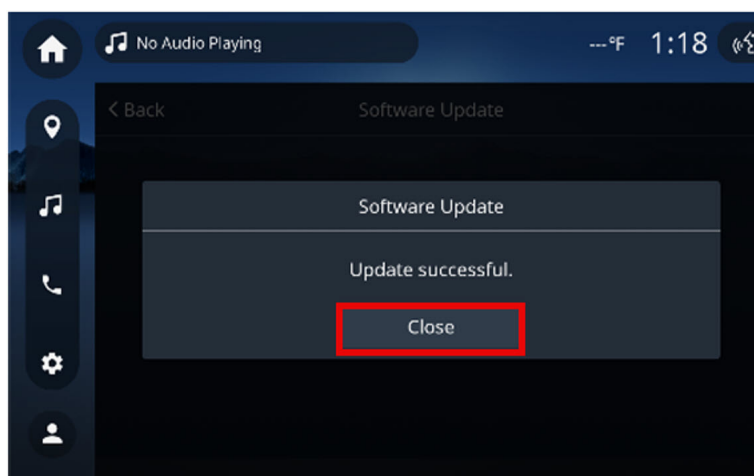
Step 6: Turn off the ignition, follow prompts on screen, and select “Update.”



Step 7: Exit the vehicle and wait **5 minutes**.

Caution: Failure to wait the full 5 minutes, or having the key within 10 feet, could result in the update not being fully installed. If this occurs, power down the vehicle again, ensure the key fob is 10 feet away from the vehicle, and wait the full 5 minutes.

Step 8: Enter the vehicle, turn the ignition on, and select “Close” on the Update successful screen.



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Manual software updates are available if the FOTA fails or the customer reports any of the symptoms listed above. To perform the update follow the steps below:

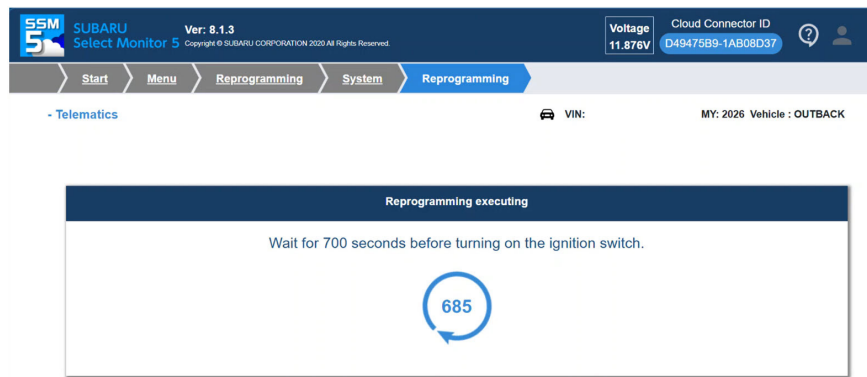
Step 1: Using SSM5, check the software version. If the software version is DCM_50.14.51_20260126, the DCM is already up to date and no reprogramming is necessary.

Step 2: Using a DCA-8000, input the battery information and set the charger to Power Supply Mode.

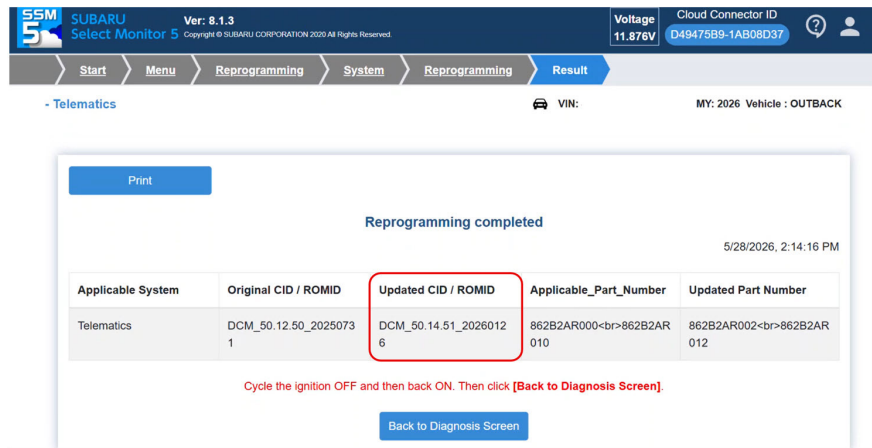
Step 3: Turn the ignition on, apply the parking brake, and shift the vehicle into Neutral.

Step 4: Reprogram the DCM following the normal SSM5-R procedure. Detailed information about the SSM5-R reprogramming procedures can be found in TSB 14-28-21.

Step 5: When prompted to turn the ignition switch off, shift the vehicle into Park, turn the ignition switch off, then wait 700 seconds before turning the ignition switch on.



Step 6: Confirm software number is **DCM_50.14.51_20260 126**.



Step 7: Confirm operation by having the customer attempt RES, and ensure the keyless access works during RES.

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WARRANTY / CLAIM INFORMATION:

For customers exhibiting a symptom addressed by this bulletin and within the Basic New Car Limited or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Warranty Type	Labor Description	Labor Operation #	Labor Time	Fail Code	Skill Level
WC/SAS	TELEMATICS DCM REPROGRAMMING	A067386	0.6h	ZQZ48	SG 6 / SL 2

The Skill Group and Skill Level listed in this bulletin define the qualifications recommended for this work. Repairs should be dispatched to a technician who is trained at the specified level. For more information on Labor Operation Skill Group/Level assignments, [click here to access the Gear Reduction](#). To request a Skill Group/Skill Level change, [fill out this form](#).

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.