ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY: 2016 MY Forester, Impreza, Crosstrek, Legacy, and Outback	**NUMBER:** WQZ-61R
	DATE: March 15, 2016
SUBJECT: Telematics System Data Communication Module (DCM) Reprogramming	**REVISED:** July 11, 2017

INTRODUCTION

Subaru of America, Inc. (Subaru) is initiating a service program for certain 2016 model year Forester, Impreza, Crosstrek, Legacy, and Outback vehicles equipped with Telematics (STARLINK). Subaru has determined that vehicles affected by this Service Program require reprogramming of the Telematics System Data Communications Module (DCM).

Due to a logic issue in the current software, the DCM may erroneously detect either the Check Engine Light or the Electronic Power Steering (EPS) light is on. This condition triggers false notifications through the SUBARU STARLINK™ system to the customer, although the Check Engine Light and Electronic Power Steering light are not illuminated in the vehicle, and no malfunction of either of these systems exist.

AFFECTED VEHICLES

- Certain 2016 model year Forester vehicles
- Certain 2016 model year Impreza vehicles
- Certain 2016 model year Crosstrek vehicles
- Certain 2016 model year Legacy vehicles
- Certain 2016 model year Outback vehicles

<u>Not all vehicles listed below are covered by this service program.</u> Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This data is scheduled to be available in the system on March 15, 2016.

NOTE: Some vehicles within these VIN ranges may already have the latest DCM software installed. Always perform the Version ID Check procedure before attempting DCM reprogramming.

VEHICLE MODEL	AFFECTED VIN RANGE	PRODUCTION CHANGE DATE
Forester	Up to and including G*515076	1/7/2016
Impreza 4-Door	Up to and including G*009611	1/7/2016
Impreza 5-Door	Up to and including G*245353	1/7/2016
Crosstrek	Up to and including G*245355	1/7/2016
Legacy	Up to and including G3036790	1/20/2016
Outback	Up to and including G3287296	1/20/2016

Continued...

OWNER NOTIFICATION

Notification letters will be sent by first class mail to owners of all potentially affected vehicles on March 18, 2016. A copy of the letter is included at the end of this bulletin.

RETAILER AFFECTED VIN LISTS

Each Subaru retailer will receive an affected VIN list for sold and unsold vehicles from their Zone Office before owner notification begins. Vehicles will be assigned to retailers in the affected VIN list 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 owner name and address information for vehicles affected by this service program. This information will enable retailers to follow-up with owners of potentially affected vehicles. The lists contain owners' names and addresses 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 purpose of completion of this service program.

SUBARU RETAILER PROGRAM RESPONSIBILITY

Retailers are to promptly perform the applicable service procedures to correct all affected vehicles 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 service program has performed 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.

- Repaired in accordance with the repair procedures outlined in this Service Program Bulletin.

PACK FILE APPLICABILITY:

MODEL	MODEL YEAR	PAK FILE NAME	TARGET PART NUMBERS	DECRYPTION KEYWORD	NEW DCM SOFTWARE VERSION
Legacy & Outback	2016	86222DCM01.pak	86222AL00A, 01A	7A295EFE	DCM_05.00.17_20151001
Forester & Impreza			86222SG000, 010		

SERVICE PROCEDURE / INFORMATION:

This section details an enhancement to the operation of the Telematics system's Data Communication Module (DCM). The new file will address customer concerns of the electronic power steering (EPS) and in some cases, the Check Engine lamp (CEL) coming on in error. This condition can also initiate false Diagnostic Alert messages to display through the SUBARU STARLINK™ system.

When a vehicle within the VIN range specified in the table shown on Pg.1 is presented for this Service Program, a check of the current software version must be performed before attempting any reprogramming. Never attempt DCM reprogramming if:

- the version ID Check shows the latest software version is already installed
- the system status LEDs indicate a problem with the system as described in the Status Check Procedure below.

TELEMATICS SYSTEM STATUS CHECK PROCEDURE:

TELEMATICS SYSTEM STATUS INDICATOR

VERY IMPORTANT: Before attempting programming, the status of the Starlink Telematics system **MUST** be confirmed by observing the RED and GREEN indicator LEDs on the overhead console located between the Blue "**i**" and Red "**SOS**" buttons with the ignition ON.

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There are four possible statuses: RED lamp ON, GREEN lamp ON, BOTH lamps ON, BOTH lamps OFF.

- If only the RED lamp is on, diagnose any DTCs found in the DCM using the applicable Service Manual. The concern(s) must be corrected before attempting any reprogramming.

- If only the GREEN lamp is on, proceed with programming. When programming is complete, confirm: (1), the GREEN light comes back on and (2), when pressing the RED SOS button, you are connected to Starlink Support.

- If BOTH lamps are OFF, proceed with programming. When programming is complete, confirm when after pressing the RED SOS button, you hear the "Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service" message.

- If BOTH lamps are ON, the Starlink Telematics system is having a communications concern. Please diagnose using the applicable Service Manual. The concern must be corrected before attempting programming.

VERY IMPORTANT: If there is a customer concern of the CEL and / or the EPS lamp(s) coming on, diagnose the condition based on the corresponding DTC(s) stored using the applicable Service Manual.

Perform the Version ID Check procedure following the SSM4 screen shot sequence below. If the software version number is DCM_05.00.10_20150420, the DCM must be reprogrammed following the normal FlashWrite procedure.

To clarify the FlashWrite Search Result screen shot shown below, select the file to be used based strictly upon the Vehicle Line and ignore the engine and aspiration fields. For example: XV Crosstrek covers both gasoline and Hybrid powertrain vehicles, even though non-Turbo is the only one listed.

Search Result

Pack Number	Year	Vehicle Line	Emission spec	Engine	Aspiration	Transmission	CPU
86222DCM01	2016	Outback	-	3.6L	non-Turbo	-	DCM
86222DCM01	2016	Legacy	-	3.6L	non-Turbo	-	DCM
86222DCM01	2016	XV Crosstrek	-	2.0L	non-Turbo	-	DCM
86222DCM01	2016	Impreza	-	2.0L	non-Turbo	-	DCM
86222DCM01	2016	Forester	-	2.0L	Turbo	-	DCM

VERY IMPORTANT: DO NOT attempt to program any DCM which is already updated to the current DCM_05.00.17_20151001 Software Version. If done inadvertently, all codes created as a result must be cleared from each affected control unit or a no start or other condition may result.

REMINDER: Always note the current and new software version ID(s) on the Repair Order.

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Version ID Check Procedure
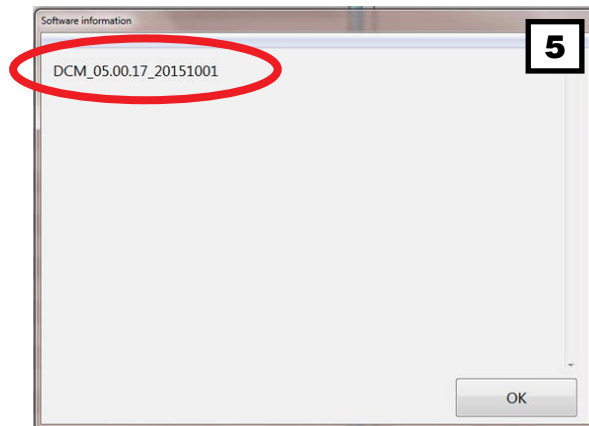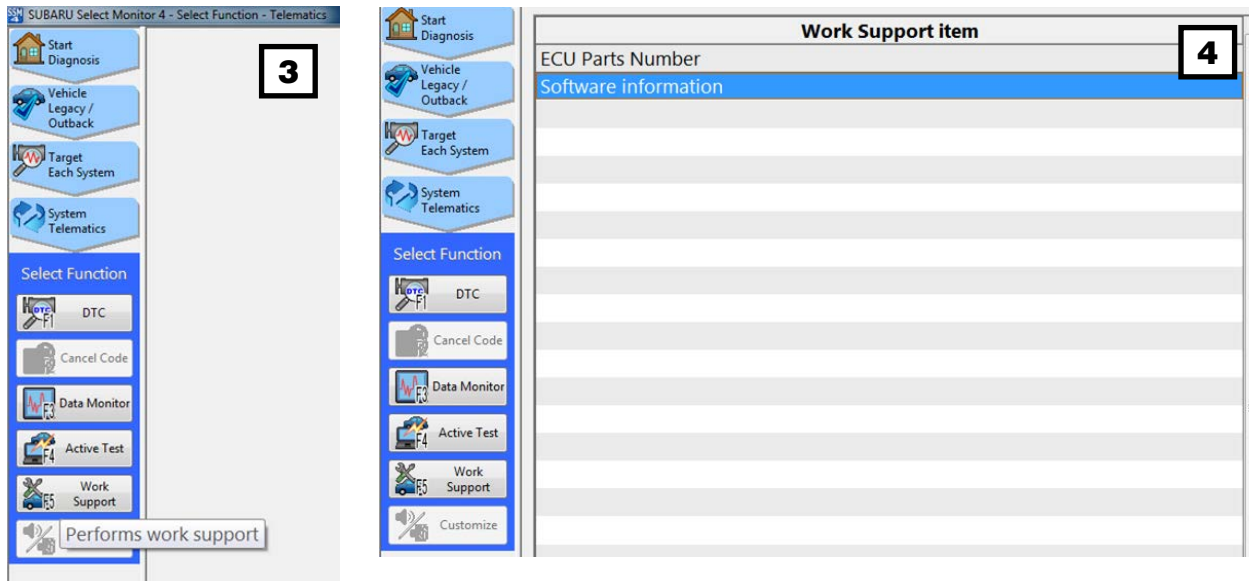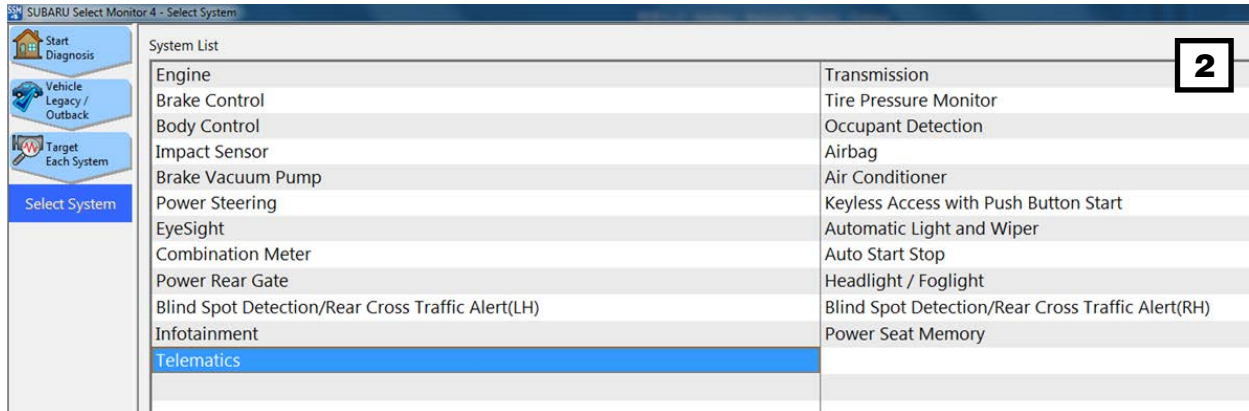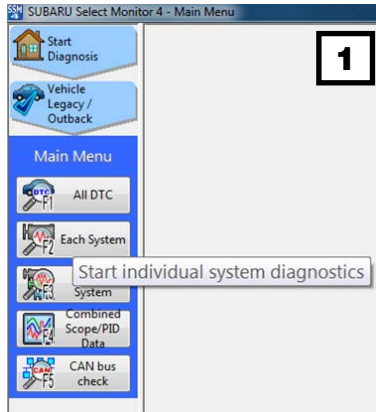
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Subaru of America, Inc. (SOA) highly recommends connecting the Subaru Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Follow the procedure as outlined in document GR8-1100 on STIS for for use of the GR8's Power Supply Mode:

- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched **OFF** before setting up for Power Supply Mode.

- Select the correct battery type (Flooded, AGM or AGM Spiral).

- Select the CCA which matches the vehicle's battery (**NOTE**: OE and replacement batteries have different CCA ratings. Always confirm the battery rating before proceeding.)

- If the "Charge Battery" **WARNING** appears, the battery **MUST** be charged before attempting reprogramming.

- **DO NOT** connect the DSTi or SDI until the GR8 Power Supply mode has completed its battery test mode and the Charging Voltage has dropped to a steady 13.5 Volts on the display.

- If the GR8 "beeps" or the Status Light flashes, the battery is defective and should not be charged.

- Once Power Supply Mode reaches a steady 13.5 volts, connect the DSTi or SDI to the OBD connector and initiate the 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.

IMPORTANT: This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by SOA.

Once the GR8 is connected to the vehicle, **as long as the battery is fully charged**, it takes less than 3 minutes to boot-up the charger, select Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

REMINDER: If the GR8 indicates the vehicle's battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle.

NOTE: Control module failures as a result of 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.

NOTE: The pack 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.

When DCM reprogramming is complete:

- Verify successful file installation by performing the Version ID Check procedure again following the screen shot sequence shown above.

- Complete the STARLINK Telematics status check per the Telematics System Status Check Procedure performed before the reprogramming was started.

SERVICE PROGRAM IDENTIFICATION LABEL

Type or print the necessary information on a Service Program 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. Ordering qty 1 = 1 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

WQZ-61

COMPLETED

DIST./DEALER NO.

SERIAL NO.

DO NOT REMOVE

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES

Credit to perform this service campaign will be based on the submission of properly completed repair order information. Retailers may submit claims through subarunet.com.

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME	CLAIM TYPE
TELEMATICS SYSTEM VERSION ID CHECK ONLY	B167-900	WQZ-61	0.3	RC
TELEMATICS SYSTEM REPROGRAMMING	C167-908		0.3	RC

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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OWNER NOTIFICATION LETTER

This notice applies to the VIN identified in the address section printed below.

SUBARU

Subaru of America, Inc
Subaru Plaza
PO Box 6000
Cherry Hill, NJ 08034-6000
800-782-2783
www.subaru.com

Subaru Service Program WQZ-61
March 2016

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 modification to the Data Communication Module (DCM) software logic for certain 2016 model year Forester, Impreza, Crosstrek, Legacy, and Outback vehicles equipped with Telematics (STARLINK).

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

DESCRIPTION

Due to a logic issue in the current software, the DCM may erroneously detect that either the Check Engine Light is on, or that the Electronic Power Steering light is on. This condition triggers false notifications to vehicle owners through the Subaru STARLINK system.

REPAIR

Subaru will inspect your vehicle and reprogram the DCM. That repair will be performed at no cost to you.

WHAT YOU SHOULD DO
You should immediately contact your Subaru retailer (dealer) for an appointment to have this repair performed.

HOW LONG WILL THE REPAIR TAKE?

The time to perform the inspection and reprogramming 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 complete the enclosed prepaid postcard and mail it to us. Or if you prefer to update this information online, please go to www.subaru.com, select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the drop down 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.wqz61.service-campaign.com.

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If you need additional assistance, please contact us directly:

- By e-mail: Go to www.subaru.com and select "Contact Us"

- By telephone: 1-800-SUBARU3 (1-800-782-2783)
  Monday through Thursday between 7:30 a.m. and 8:00 p.m. ET
  Friday between 10:30 a.m. and 5:00 p.m. ET
  Saturday between 9:00 a.m. and 3:30 p.m. ET

- By U.S. Postal mail: Write us at Subaru of America, Inc., Attn: Customer-Retailer Services Department, P.O. Box 6000, Cherry Hill, NJ 08034-6000

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.

Notice to Lessors: _Under Federal law the lessor of a vehicle who receives this letter must provide a copy of it to the vehicle lessee(s) within 10 business days from receipt. The lessor must also keep a record of the lessee(s) to whom this letter is sent, the date sent, and the applicable vehicle identification number (VIN). (For the purposes of this section, a lessor means a person or entity that in the last twelve months prior to the date of this notification has been the owner, as referenced on the vehicle's title, of any five or more leased vehicles. A leased vehicle is a vehicle leased to another person for a term of at least four months.)_

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