SUBARU.

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2020MY Legacy and Outback	**NUMBER:** 15-251-19R
2019-20 Impreza	**DATE:** 09/26/19
2019-20MY Crosstrek / Crosstrek Hybrid	**REVISED:** 11/18/19
2019-20 Forester	
2019-20 Ascent	
All Models as Listed with Gen 2 Telematics	

SUBJECT: DTC B2A16

INTRODUCTION:

This Service Bulletin provides additional diagnostics to follow when addressing a Telematics-related DTC B2A16. In most cases involving this DTC, the following scenario(s) occur:

- When trying to use the remote engine starter (RES) feature through Telematics (STARLINK / My Subaru app) the request is unsuccessful and the red Telematics indicator lamp illuminates.

- The customer takes their vehicle to the Retailer and the Technician finds the only code stored to be B2A16 in the DCM.

- The Technician diagnoses the DTC per the applicable Service Manual trouble tree and replaced the DCM.

IMPORTANT: Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored WITHOUT replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon. In the interim, refer to the diagnostic procedure outlined in this bulletin.

SERVICE PROCEDURE / INFORMATION:

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

IMPORTANT: Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored WITHOUT replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon.

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If DTC B2A16 is found in the DCM, start by registering the DCM with the vehicle immobilizer system to avoid a potentially unnecessary DCM replacement. Follow the instructions found in the applicable Immobilizer Registration Manual. See the basic SSM screenshots and additional information provided below for reference.

Once the DCM is registered, confirm the Telematics RES function operates. **NOTE:** The customer will need to help with this as it requires them to enter their PIN through either the MySubaru web page or the mobile MySubaru App.

If registering the DCM with the vehicle immobilizer system resolves the condition and STARLINK Telematics RES now operates normally, clear the DTC and release the vehicle.

Type	Keyless access with push-button start system	Security ID (Security ID plate)	Note
B Type	Not Applicable	Not Applicable	When No Immobilizer CU
D Type	X	Not Applicable	When No PHEV
E Type	Not Applicable	Not Applicable	When Immobilizer CU
F Type	X	Not Applicable	When PHEV
G Type	Not Applicable	Not Applicable	When No Immobilizer CU
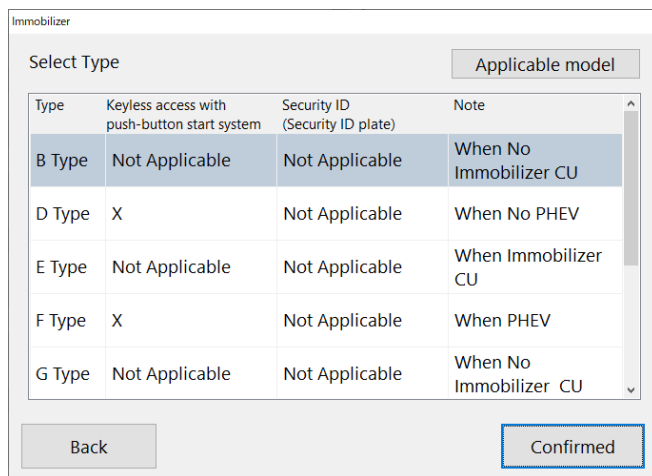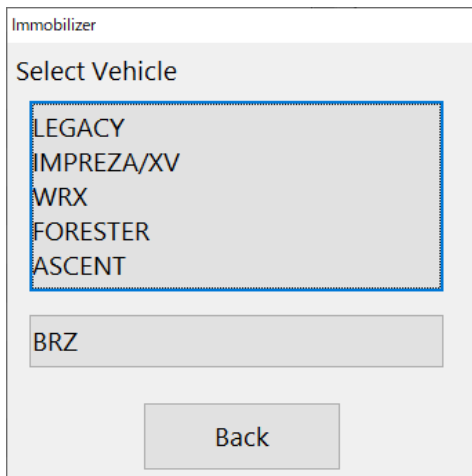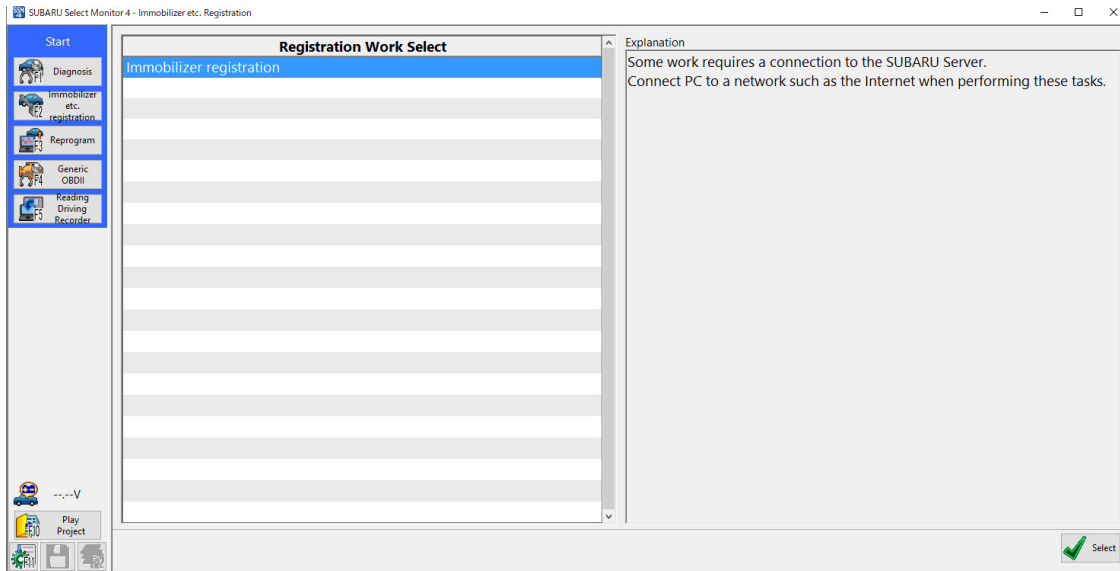
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US model		2005MY	2006MY	2007MY	2008MY	2009MY	2010MY	2011MY	2012MY	2013MY	2014MY	2015MY	2016MY	2017MY	2018MY	2019MY	2020MY
Legacy OBK	Key start		A type									B type					G
	Push-button start system										D type						H
Tribeca	Key start		A type														
IMPREZA	Key start			A type						B type							
	Push-button start system										D type						
Crosstrek	Key start									B type							
	Push-button start system										D type						
Crosstrek Hybrid	Push-button start system									D type					F type		
WRX/STI	Key start			A type						B type							
	Push-button start system										D type						
Forester	Key start			A type						B type							
	Push-button start system										D type						
BRZ	Key start									X type							
	Push-button start system									Y type							
ASCENT	Key start														B type		
	Push-button start system														D type		

NOTE: When selecting G, H, or I Type, the latest SSM4 software (July 2019 version or later) is required along with a secure network connection. Refer to TSB **15-246-19** for additional details.

IMPORTANT: Whenever either the Keyless Access Module (KAM) or the DCM is replaced on a STARLINK Gen2 Telematics -equipped vehicle, the DCM **MUST** be registered with the vehicle immobilizer system.

Always refer to the applicable Immobilizer Registration Manual for the Model Year vehicle being repaired. These manuals can be found on STIS by searching Online Publications > Publication Type > Other/Miscellaneous and searching with the keyword "Immobilizer".

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
DCM IMMOBILIZER REGISTRATION & RES SYSTEM OPERATION CHECK	A067-918	0.4	ZTT-43

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.