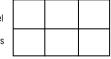**ATTENTION:**
GENERAL MANAGER ❏
PARTS MANAGER ❏
CLAIMS PERSONNEL ❏
SERVICE MANAGER ❏

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

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY:	All 2019-20MY Vehicles with Gen 2 Telematics	**NUMBER:** 15-219-18R
SUBJECT:	Error Code 202 and / or 204 Generated During Gen 2 Telematics Subscription Process	**DATE:** 06/21/18
		REVISED: 04/08/20

INTRODUCTION:

When attempting to complete the STARLINK Telematics subscription process, an Error Code 202 and / or 204 may occur preventing the process from completing successfully. These codes both relate to the multi-stage CommCheck process which introduces the Data Communications Module (DCM) to the AT&T cellular network the Telematics system operates on. The Telematics Service Provider (TSP) cannot communicate with the vehicle (DCM) until the CommCheck completes successfully. Use the table below to determine Telematics system / generation applicability.

Carline	2017 MY	2018 MY	2019 MY	2020 MY
Ascent	n/a	n/a	Gen 2	Gen 2
Crosstrek	Gen 1	Gen 1	Gen 2	Gen 2
Crosstrek Hybrid	n/a	n/a	Gen 2	Gen 2
Forester	Gen 1	Gen 1	Gen 2	Gen 2
Impreza	Gen 1	Gen 1	Gen 2	Gen 2
Legacy	Gen 1	Gen 1	Gen 1	Gen 2
Outback	Gen 1	Gen 1	Gen 1	Gen 2
WRX	Gen 1	Gen 1	Gen 1	Gen 1
BRZ	n/a	n/a	n/a	n/a

SERVICE PROCEDURE / INFORMATION:

All DCMs have the CommCheck process completed during Pre-Delivery Inspection (PDI) at either the factory end-of-line or the ports. CommCheck is then confirmed at the Retailer during their PDI.

The following factors should be considered as potential causes of the current condition (error codes). One of the possible causes listed below (e.g. DCM was swapped) will require review of the vehicle history since receipt at the allocated Retailer.

Continued...

- CommCheck was not completed successfully.
- DCM has lost power and / or ground connection.
- DCM is unable to establish network connection to complete CommCheck.
- DCM was swapped between this vehicle and some other(s). DCM is now disabled.
- Local conditions preventing network communications (no clear cellular signal available).
- Network conditions preventing communication (DCM sim not recognized or otherwise prevented from making network connection).
- Failure of data flow between DCM Vendor, AT&T, SOA, TSP, or some combination thereof.

INSPECTION PROCEDURE:

Error Code 202: User sees (actual error message contents*): "Successful CommCheck notification for this vehicle has not been received. Please have your Service Department confirm CommCheck has been completed. Reference bulletin 15-219-18R (Error Code: 202)".*

- The Technician / Service Department should interpret this as: Potential CommCheck failure (Never initiated or Failed Early in Process).

Error Code 204: User sees: *"Basic Provisioning Set Up process failed for this VIN. Please inform your Service Department and reference bulletin 15-219-18R (Error Code: 204)".*

- The Technician / Service Department should interpret this as: Potential CommCheck failure (Late Process Failure).

Step 1. Turn the ignition ON- (Key ON/ Engine OFF) and turn the headlamps OFF. Note which of the STARLINK Telematics lamp(s) are ON (illuminated) or OFF (not illuminated). There are two lamps, one GREEN and one RED in between the **SOS** and "**i**" buttons.

Note the lamp status here.

LAMP COLOR	ON	OFF
RED		
GREEN		

Step 2. Lamp Status:

   a. If BOTH lamps are OFF, press the **SOS** button briefly. Do you hear the pre-recorded message "Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service"?

      i. If **YES**, note that the DCM has been Com Checked and proceed to **Step 4**.

      ii. If **NO**, proceed to **Step 3**.

   b. If BOTH lamps are ON, possible communications failure. Proceed to **Step 3**.

   c. If the RED lamp (only) is ON, note possible internal DCM failure. Proceed to **Step 4**.

   d. If the GREEN lamp (only) is ON, press the **SOS** button. Do you hear the pre-recorded message, "Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service" or does a STARLINK operator answer?

      i. If pre-recorded message is played, the DCM is Com Checked but not provisioned. Jump ahead to **Step 4**.

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ii. If a STARLINK operator answers, inform them this is a test and end the call. Wait 1 minute. Press the "**i**" button and confirm if a Roadside Support operator answers.

    1. If a Roadside Support operator answers, inform them this is a test and end the call. The vehicle is successfully provisioned and no further action is needed. Inspection procedure is complete. Skip ahead to **Step 6**.

    2. If a Roadside Support operator does not answer, Proceed to **Step 4**.

Step 3. **Press ONLY the blue "i" Button.**

Is the pre-recorded message: "Not currently subscribed to STARLINK, please visit mySubaru.com to upgrade your service" heard?

a. If **YES**, CommCheck complete, proceed to **Step 5**.

b. If **NO**, Proceed to **Step 4**.

Step 4. **Collect 10 seconds of DCM data using SSM4.**

a. Always confirm the SSM4 can communicate with the DCM. If no communication is possible, verify power supply and ground before proceeding.

b. Retrieve any DTCs from the DCM. If DTCs are current, follow the applicable Service Manual diagnostic procedure.

c. Confirm the VIN PID in the DCM data is populated with the Vehicle VIN.
(**NOTE:** VIN in SSMIII will be shown in hexadecimal format.)

    i. A blank VIN PID is an indicator of a current Error 204 since this field will only populate after the CommCheck is completed and the initial provisioning message is received.

d. Note the subscription status as displayed in the SSM4 data: (e.g. Factory / ComCheck / Subscribed / Unsubscribed).

    i. If Factory mode indicated, contact Techline.

    ii. If CommCheck is indicated, this is an indication CommCheck is in progress. If after 45 minutes, the status still indicates CommCheck, contact Techline.

    iii. If Unsubscribed is indicated, no LEDs should be illuminated. If any LED is illuminated contact Techline, otherwise proceed **Step 5**.

    iv. If Subscribed is indicated, the Green LED should be lit. Proceed **Step 6**.

IMPORTANT NOTE: When sending data to Techline, the Representative will ask for information from a label located on the outside of the DCM. Remove the DCM following the procedure in the applicable Service Manual. Take a clear picture of DCM label and have it available to send to Techline when requested along with the project file.

Step 5. If all vehicle-side checks are successful, Retailer personnel responsible for the subscription / enrollment process should attempt the enrollment process again. If same code(s) continue to set, contact Techline for further assistance. If enrollment is successful- **DONE**.

Continued...

Step 6. If all vehicle-side checks have found the DCM to have been successfully CommChecked and Subscription Status is "Subscribed," confirm operation of remote services by executing a remote service request (e.g. a remote engine start) with the help of the customer. If the remote service request completes successfully, this confirms the Telematics system is performing as expected and can be released back to customer. If any remote service fails to execute or, the Red LED illuminates, contact Techline for further assistance.

NOTE: The only effective way to confirm repair of a Telematics concern is to verify operation of remote services through execution by using the MySubaru Mobile App or the MySubaru customer web portal. **Using the SOS button or i-Button successfully should in no way be considered a full or functional test of remote services.** There are many conditions which can occur that will still allow the SOS and/or "i" button to function and reach a STARLINK operator although, some or all of the remote services may not function. Remote service operational status can only be confirmed by execution of a remote service request through either the MySubaru APP or the customer web portal.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
2019MY TELEMATICS COM CHECK	A067-903	0.4	ZRT-85
TELEMATICS DATA COMMUNICATION MODULE R&R	B067-901	0.5	ZQQ-43
TELEMATICS SYSTEM TESTING & DIAGNOSIS	C067-900	0.4	

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.