

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 INFORMATION BULLETIN

APPLICABILITY: 2020-21MY Legacy and Outback
2019-21MY Forester

NUMBER: 07-187-20
DATE: 12/31/20

SUBJECT: Driver Monitoring System (DMS) Diagnostic Information

INTRODUCTION:

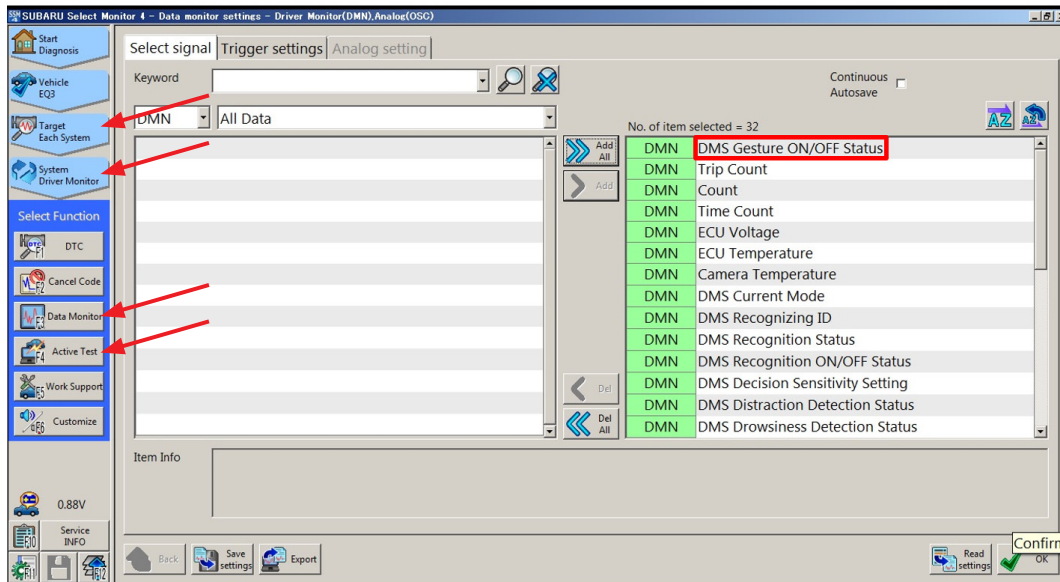
This Service Information Bulletin provides a remedy procedure to use when a communication error message appears during Subaru Select Monitor (SSM) diagnosis of the DMS.

SERVICE PROCEDURE / INFORMATION:

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

While performing DMS diagnosis using the SSM, specifically after selecting: Each System > Driver Monitor > Data Monitor, a communication error “Error occurred” message appears if “DMS Gesture ON/OFF Status” is included in the Active Test / Data Monitor menu. Should the error occur, delete “DMS Gesture ON/OFF Status” from the menu and retry. The screen shots below provide supporting details.

Normal SSM Data Monitor Signal Selection screen:



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

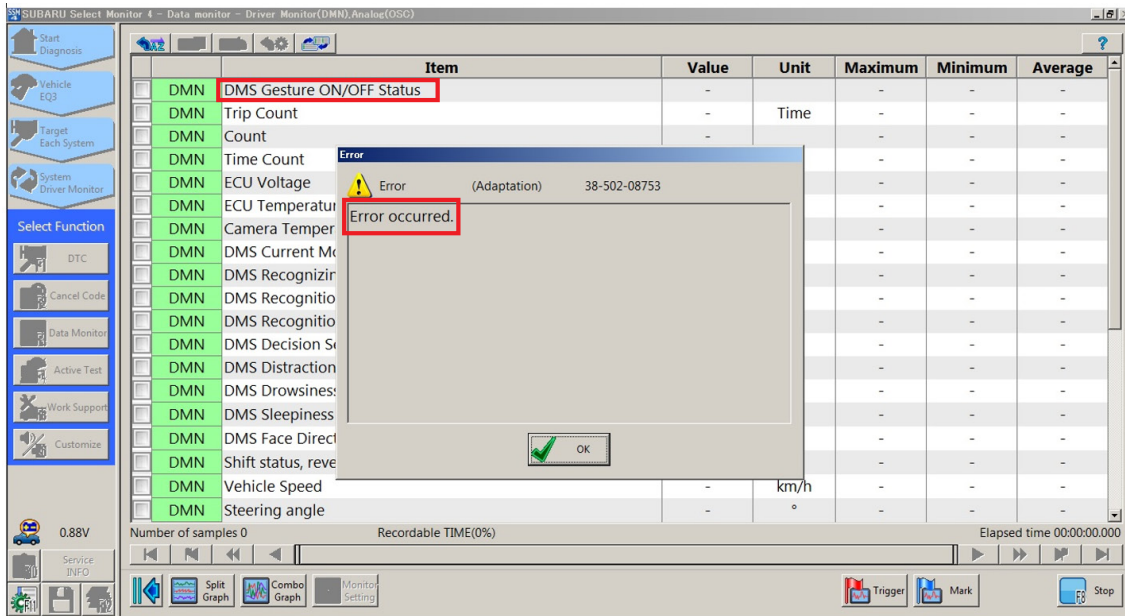
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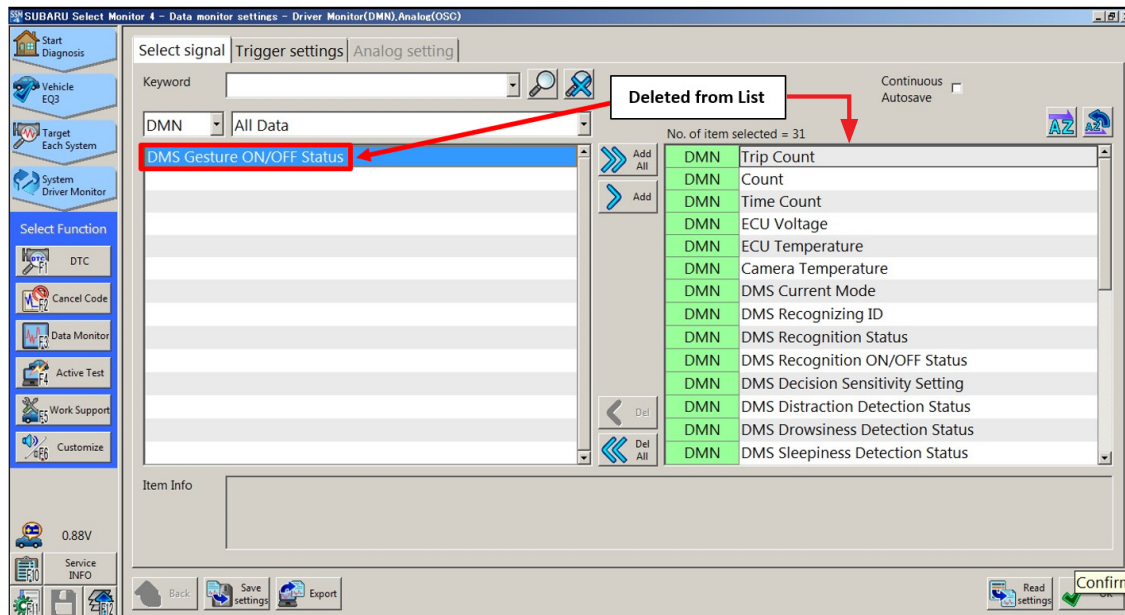
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“Error occurred” message appears:



REMEDY: Delete “DMS Gesture Status ON / OFF Status” from the Signal Selection list.



Continued...

RESULT: The “Error occurred” message does not appear and data for selected signals is displayed normally.

Item	Value	Unit	Maximum	Minimum	Average
DMN Trip Count	1	Time	1	1	1
DMN Count	Common		-	-	-
DMN Time Count	282000	ms	282000	279600	280800
DMN ECU Voltage	12	V	12	12	12
DMN ECU Temperature	37	°C	37	37	37
DMN Camera Temperature	34	°C	34	34	34
DMN DMS Current Mode	ON		-	-	-
DMN DMS Recognizing ID	Default		-	-	-
DMN DMS Recognition Status	Defined		-	-	-
DMN DMS Recognition ON/OFF Status	Recognitio...		-	-	-
DMN DMS Decision Sensitivity Setting	Default		-	-	-
DMN DMS Distraction Detection Status	Not detect		-	-	-
DMN DMS Drowsiness Detection Status	Not detect		-	-	-
DMN DMS Sleepiness Detection Status	No drowsi...		-	-	-
DMN DMS Face Direction Detection Status	Right		-	-	-
DMN Shift status, reverse (AT/CVT)	Invalid		-	-	-
DMN Vehicle Speed	0	km/h	0	0	0
DMN Steering angle	0	°	0	0	0
DMN Driver Side Door Status	Door open		-	-	-

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.