

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: 2019-**21MY** Impreza

NUMBER: **15-257-19R**

2019-**21MY** Crosstrek and Crosstrek Hybrid
 2019-**21MY** Forester
 2020-**21MY** Legacy and Outback

DATE: 11/11/19

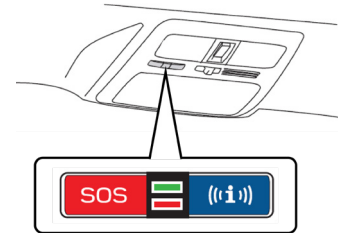
REVISED: **01/14/21**

SUBJECT: STARLINK Service Leads, DTC B2A15 and Insurance Company OBD Plug-In Devices

INTRODUCTION:

This Service Information Bulletin provides insight in response to both customer and retailer feedback resulting from the use of OBD-II port connected devices. These devices are often employed by insurance companies to monitor driver activity for premium calculations (premium discounts). Commonly referred to as discount tools, driver monitors or dongles, the use of these devices can interfere with normal STARLINK system operation. Use of these devices can cause:

- DTC B2A15 to set and be stored in memory
- Recurring STARLINK notifications to retailers and e-mails to customers
- A RED Telematics system Malfunction Indicator Lamp (MIL) to illuminate in the overhead console (change from green to red).



To address retailer concerns of these recurring MIL notifications, a change has been made to the retailer notification process which will now trigger these messages once every 10 days instead of every 3 days. No changes have been made to vehicle hardware and no part replacement is necessary. This change will reduce the number of repeat TM2_TELEMATICS Starlink Malfunction Light service leads appearing on the ILM STARLINK Dashboard as shown in the screen shot image below.

Lead ID	Delivered Date	Name	Email	Phone	VIN	Model	Notification Type	Status	Appointment Date
63009761	10/04/2019 05:59 AM	Parker, Peter	pparker@gmail.com	9876543210	JF2SJBD09AB123456	Forester	TM-AIRBAG Airbag System Check	None	None
63009353	10/04/2019 05:45 AM	Prince, Diana	dprince@subaru.com	9876543210	JF2SJBD09AB123456	Crosstrek	TM-EYESIGHT2 Eyesight System Check 2nd Notice	None	None
62997850	10/03/2019 04:02 PM	Kent, Clark	ckent@msn.com	9876543210	JF2SJBD09AB123456	Impreza	TM2_TELEMATICS Starlink Malfunction Light	None	None
62997722	10/03/2019 04:01 PM	Allen, Barry	ballen@yahoo.com	9876543210	JF2SJBD09AB123456	Outback	TM2_TELEMATICS Starlink Malfunction Light	None	None
62956896	10/02/2019 03:36 PM	Kyle, Selina	skyle@aol.com	9876543210	JF2SJBD09AB123456	Crosstrek	TM-ENGINEFAIL E/G State Engine Fail	None	None

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

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.

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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.

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IMPORTANT NOTES:

- The change has no effect on the 2nd reminder notification for this condition (TM2_TELEMATICS2) or any other STARLINK lead notification type (e.g. CHECK ENGINE).
- If the MIL is triggered multiple times during the 10-day period, retailers will not receive multiple notifications until 10 days have passed.
- Customer (e-mail) notifications will remain at 3 days (no change).
- Not all STARLINK MIL warnings are caused by insurance company plug-in devices.
- Equipment like fleet trackers, vehicle health monitors and other aftermarket devices plugged into the OBDII connector may set DTCs and cause the red Telematics LED to illuminate.

SERVICE PROCEDURE / INFORMATION:

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

When receiving a TM2_TELEMATICS Starlink Malfunction Light lead, it is **VERY IMPORTANT** to contact the customer **as soon as possible**. Ask the customer if they are using one of these plug-in devices. If they are, explain their use of the device can cause this condition. STARLINK services are not affected by the diagnostic trouble code created due to OBDII plug-in device usage. If a plug-in device is not being used or if the red LED remains lit, schedule the customer in for a service appointment to diagnose the system and determine the cause of the lead / e-mail.

As an additional option, customers may try removing the OBDII plug-in device following engine shut-down and then reinstall it after at least 5 seconds have passed following engine start. This may prevent the B2A15 from being set. This will need to be repeated with each ignition cycle.

Additional Resources:

- To access the STARLINK Dashboard, go to: SubaruNet > Service Operations & Technical > STARLINK-Service > Leads > STARLINK
- To access the STARLINK Service Lead Handling Playbook, Go to: SubaruNet > Training > Lead Response Program > Subaru Lead Handling Playbook
- For Technical Service Information on DTC B2A15, see the May 2019 issue of TIPS and if needed, the applicable Service Manual diagnostics.

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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