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 BULLETIN

APPLICABILITY: All Models with Gen 1 and Gen 2 Telematics

NUMBER: 15-286-21R

SUBJECT: Telematics Diagnostic Strategy

DATE: 08/26/21
REVISED: 09/16/21

This Service Information Bulletin provides a procedure for Technicians to utilize when diagnosing customer concerns involving Gen 1 and Gen 2 Telematics. A guaranteed successful repair can only be achieved by following a proven diagnostic strategy. The information here, along with the use of the flow chart below, is intended to be a valuable Technician aid providing the most efficient path to a successful Telematics system repair.

Technicians must remember, not all Telematics unexpected behaviors can be repaired in the field. Some conditions may require contact with Techline to facilitate the repair. Becoming stuck in a loop on the flow chart or experiencing a condition not detailed on the flow chart is an indication Techline should be consulted.

The details below each heading below are supplied to provide supplemental information for each of the actions outlined in the flow chart.

1. Verify the Customer's Concern:

a. It is crucial to ALWAYS verify the customer concern.

b. If the customer concern cannot be duplicated, it may be caused by inadequate network coverage. Ask additional questions about the locations where the customer experienced the condition.

c. Repeating the concern using the customer's phone, an alternate phone, and the MySubaru Customer Web Portal is essential to prevent unnecessary lost time chasing an issue related to the customer's equipment.

2. Perform Preliminary Checks:

a. Verify the Telematics LED is GREEN.

b. Verify the customer's account status by contacting the STARLINK Call Center from the vehicle.

c. Push the blue iButton and record if a test call completes successfully with the Operator indicating the VIN and vehicle's location.

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3. Perform Functional Check of all Telematics Systems:

a. Understanding the current status of the Telematics system is essential because, if more than one service is impacted, it could indicate a more complex problem than just the customer's observed concern.

b. Test as many remote services as possible. Examples are remote horn honk, lock/unlock, vehicle locate, remote engine start, and remote climate control where applicable.

4. Check for Applicable TSBs and / or TechTIPs:

a. Technicians have access to the latest information to streamline Telematics Repairs through STIS. Always review that information before attempting any repair.

5.1- Stored DTCs:

a. If the Telematics LED is RED, DTCs are current.

b. Inspection for Telematics DTCs should be performed whenever there is a customer Telematics concern.

c. Check all other control units on the vehicle for DTCs to determine if there may be a related system failure or a concern with the CAN.

5.2- Symptom(s) Confirmed but NO DTCs:

a. Follow the Diagnostic with Phenomenon Table in the applicable Service Manual on STIS or any applicable TSB / TechTIPs.

5.3- No Published Diagnostics:

a. Perform steps 1,2,3, and 4. Gather related results, vehicle history, and all information available on the customer's concerns both current and past then proceed with contacting Techline for assistance.

5.4- Intermittent unexpected behavior:

a. There are times when a customer's concern may only happen under specific conditions and is difficult to reproduce at the retailer. When in doubt about the correct diagnostic process regarding an observed behavior, perform steps 1,2,3, and 4. Gather related results, vehicle history and all information available on the customer's concerns both current and past then proceed with contacting Techline for assistance.

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5.5- Operating as Expected:

a. Customer misunderstands system operation:

i. While verifying the concern with the customer, if it is discovered the customer is not using the system as intended, they should be shown in the Owner's Manual the explanation of the expected operation.

ii. If the customer requires more support, recommend they contact the Customer Advocacy Team.

b. Condition Confirmed or Questionable:

i. There are times when a behavior can be confirmed across multiple vehicles of a carline (characteristic functionality) but, it is not the same behavior as in previous model years or perhaps other carlines. When there is a question if the system behavior may be an undesirable characteristic, the Technician can contact Techline. It is essential to submit a QMR and URFCA to ensure the Quality Assurance Team is made aware of this observed behavior.

6: Re-Examine the Customer Concern:

a. If the root cause of the customer's concern has not been determined at this point in the Telematics Strategy Flow chart, the Technician should start from the beginning to ensure nothing was missed that would help with diagnosis / repair.

b. If there is any doubt following the diagnostic steps, gather all details and contact Techline.

7: Repair and Confirm System Operation:

a. Once the root cause has been identified, make necessary repairs.

b. Proper Telematics system operation **MUST** be verified after any repair attempt.

c. Technicians should **NEVER** release a vehicle back to the customer if the Telematics system is not fully operational and functioning as expected. Both voice and data related functionality MUST be confirmed in every case.

VERY IMPORTANT: Any Technician or other retailer personnel who, despite service documentation and training to the contrary, performs a DCM swap on a subscribed vehicle should NEVER release that vehicle back to the customer until after confirming the proper operation of the Telematics system. If the issue is first discovered only after the vehicle has been released to the customer, then the retailer MUST contact the customer immediately to inform the customer the ACN/AACN feature may not be functioning properly, and that the vehicle must be returned for inspection as soon as possible.

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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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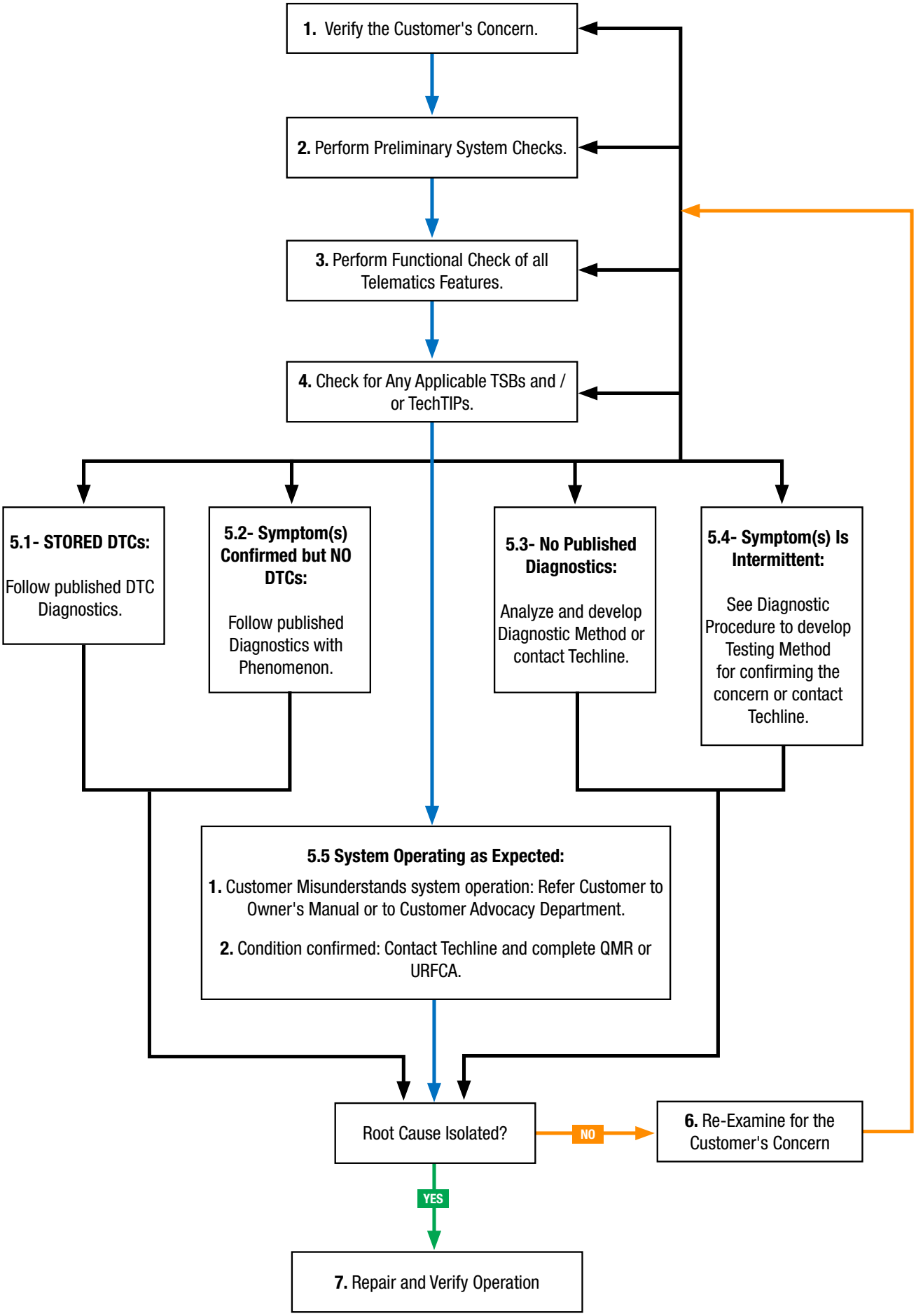
1. Verify the Customer's Concern.
2. Perform Preliminary System Checks.
3. Perform Functional Check of all Telematics Features.
4. Check for Any Applicable TSBs and / or TechTIPs.
5.1- STORED DTCs:
Follow published DTC Diagnostics.
5.2- Symptom(s) Confirmed but NO DTCs:
Follow published Diagnostics with Phenomenon.
5.3- No Published Diagnostics:
Analyze and develop Diagnostic Method or contact Techline.
5.4- Symptom(s) Is Intermittent:
See Diagnostic Procedure to develop Testing Method for confirming the concern or contact Techline.
5.5 System Operating as Expected:
1. Customer Misunderstands system operation: Refer Customer to Owner's Manual or to Customer Advocacy Department.
2. Condition confirmed: Contact Techline and complete QMR or URFCA.
Root Cause Isolated?
NO
6. Re-Examine for the Customer's Concern
YES
7. Repair and Verify Operation