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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SERVICE INFORMATION BULLETIN

APPLICABILITY: All Subaru Select Monitor 4 (SSM4) -Compatible Models	**NUMBER:** 01-175-16
SUBJECT: E-Mailing Files to Techline and Other Helpful SSM4 Information	**DATE:** 09/20/16
	REVISED: 02/28/22

INTRODUCTION:

This Service Information bulletin provides helpful tips to better utilize the Subaru Select Monitor 4. Accessing the SSM4 Help Instruction Manual along with procedures for exporting and e-mailing data files to the Techline will also be supplied.

Basic SSM4 Benefits for Technicians:

- All System Scan will capture past/present DTCs with FFD for all systems.
- Multiple System Data Monitor
- FFD is automatically saved.
- Data Comparison feature can be used to compare data between suspect and known-good vehicles.

SSM4 Help Feature:

The SSM4 Instruction Manual is accessible with just a key press and 2 mouse clicks. Simply press the F11 key then click on Help and Help again to get started. The document opens in .pdf format.

Exporting / E-Mailing Files to Techline:

When helping a Technician diagnose a particular condition, the Techline may request related SSM4 data be submitted for closer review via e-mail. The following information provides 2 procedures to accomplish the task.

Continued...

STEP 1: Start by clicking on the Subaru Select 4 (SSM4) button from the main screen.

Click on the Subaru Select 4 (SSM4) button

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SDS
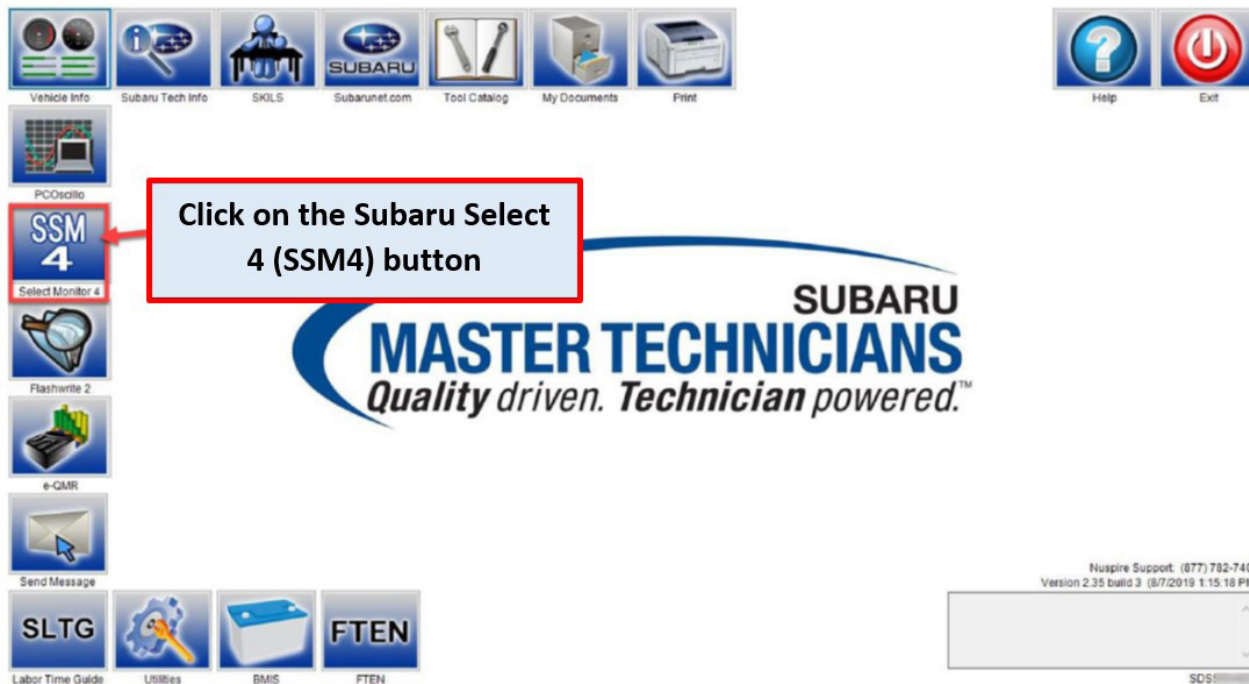
STEP 2: Click the "Play Project" button or press the F10 key.

Click on the "Play Project" button or the F10 key.
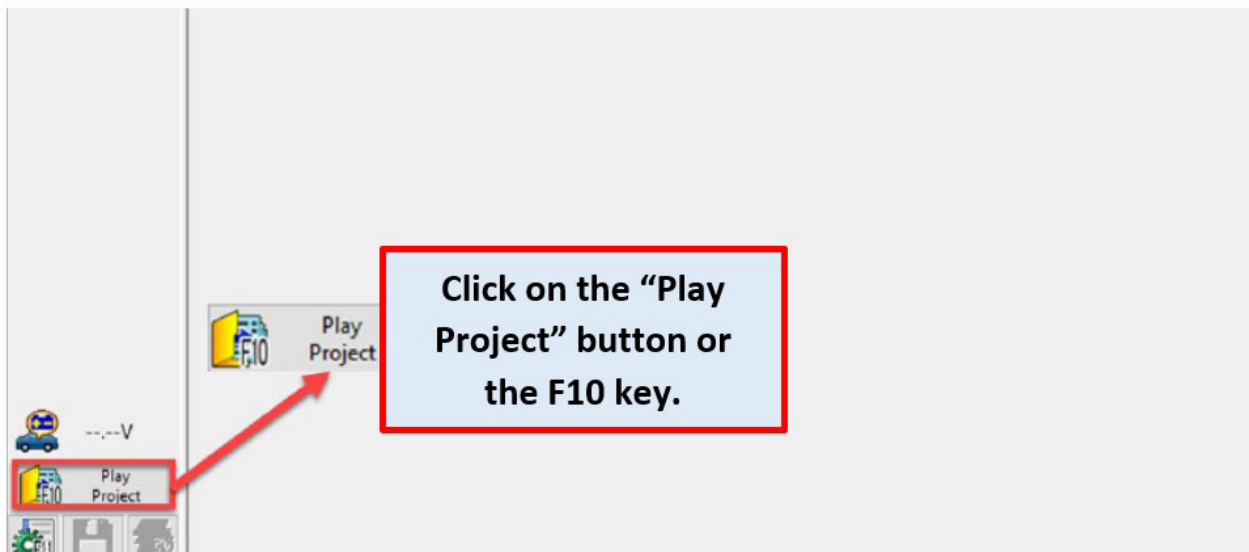
Continued...

STEP 3: Locate the appropriate vehicle information.

Locate the desired vehicle information. The projects are stored by date. If the file is older, click the Search Settings button and search the project by VIN.
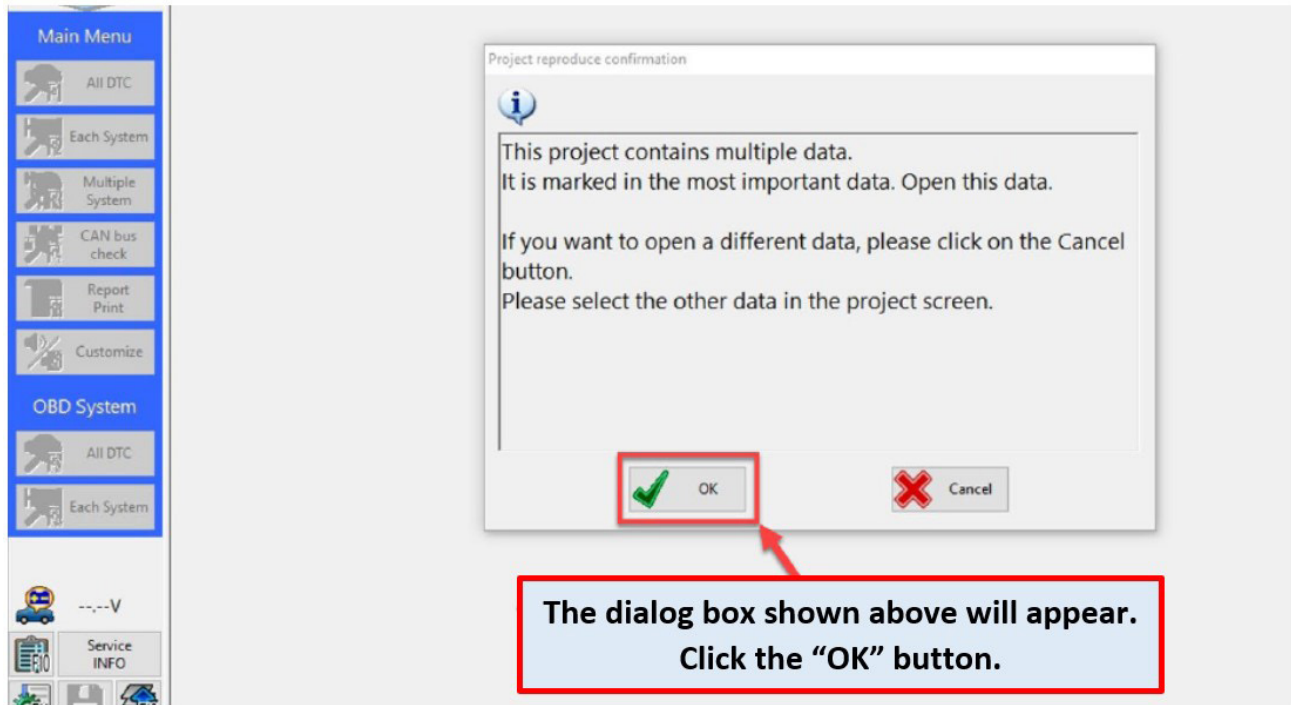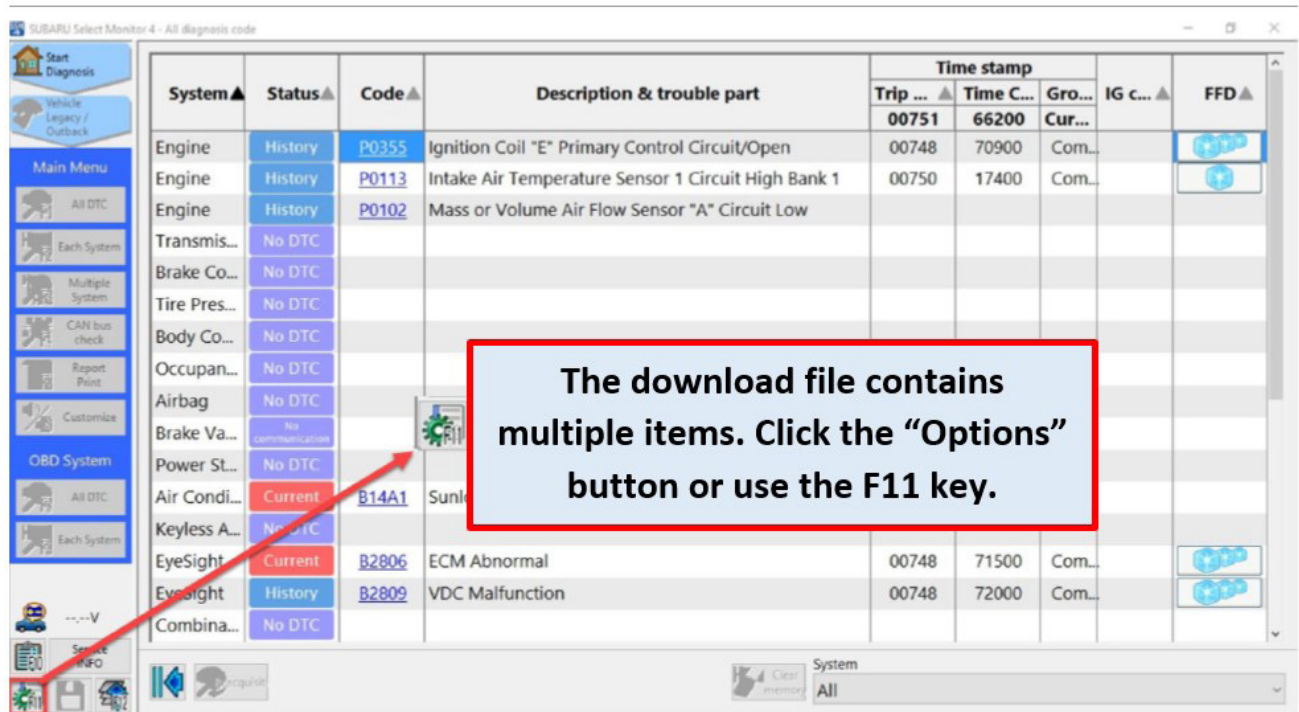
STEP 4: Select the desired file.

When the desired file is located, click on the file and the row will become highlighted blue. Click the "Open" button.

Continued...

STEP 5: Click the "OK" button.
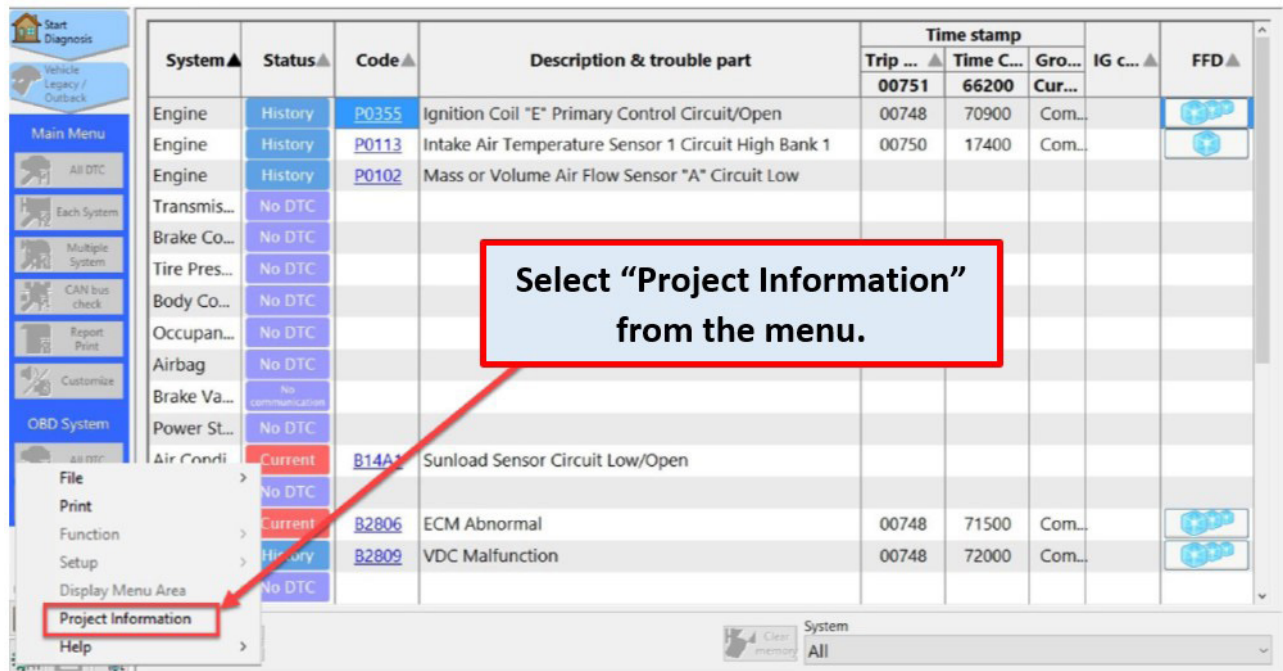

The dialog box shown above will appear.
Click the "OK" button.

STEP 6: Click the "Options" button or press the F11 key.

The download file contains multiple items. Click the "Options" button or use the F11 key.

Continued...

STEP 7: Select the "Project Information" from the menu.

Select "Project Information" from the menu.

STEP 8: Export the desired data.

NOTE: The project information can be streamlined by checking and / or unchecking the smaller subfolders of the project. This can help for narrowing down shared information and reducing file size. The e-mail size limit is 10MB.

Click the top line and select the "Export" button menu.
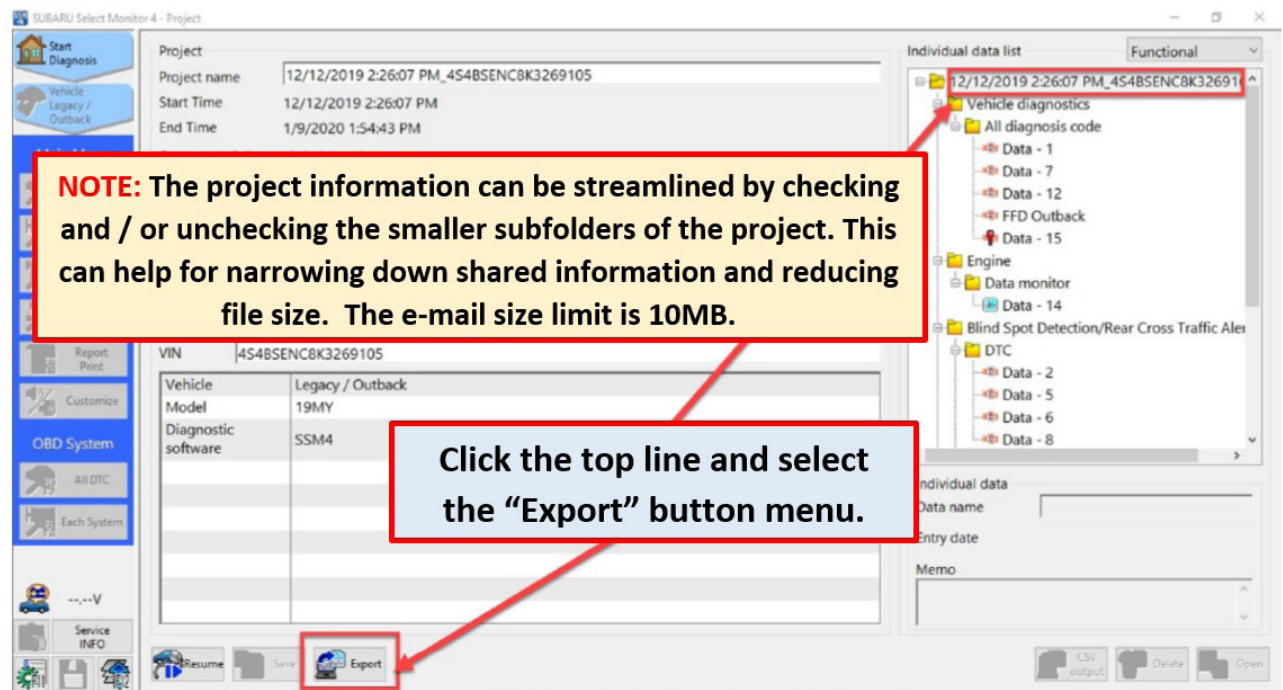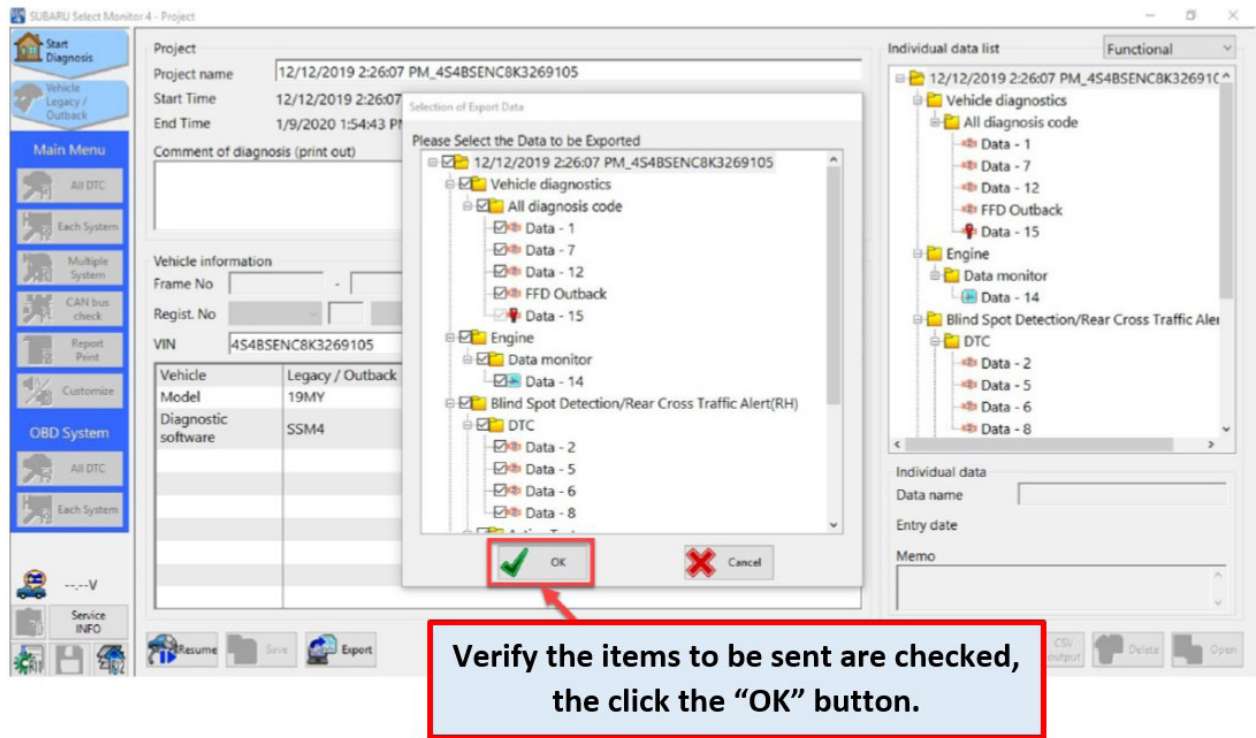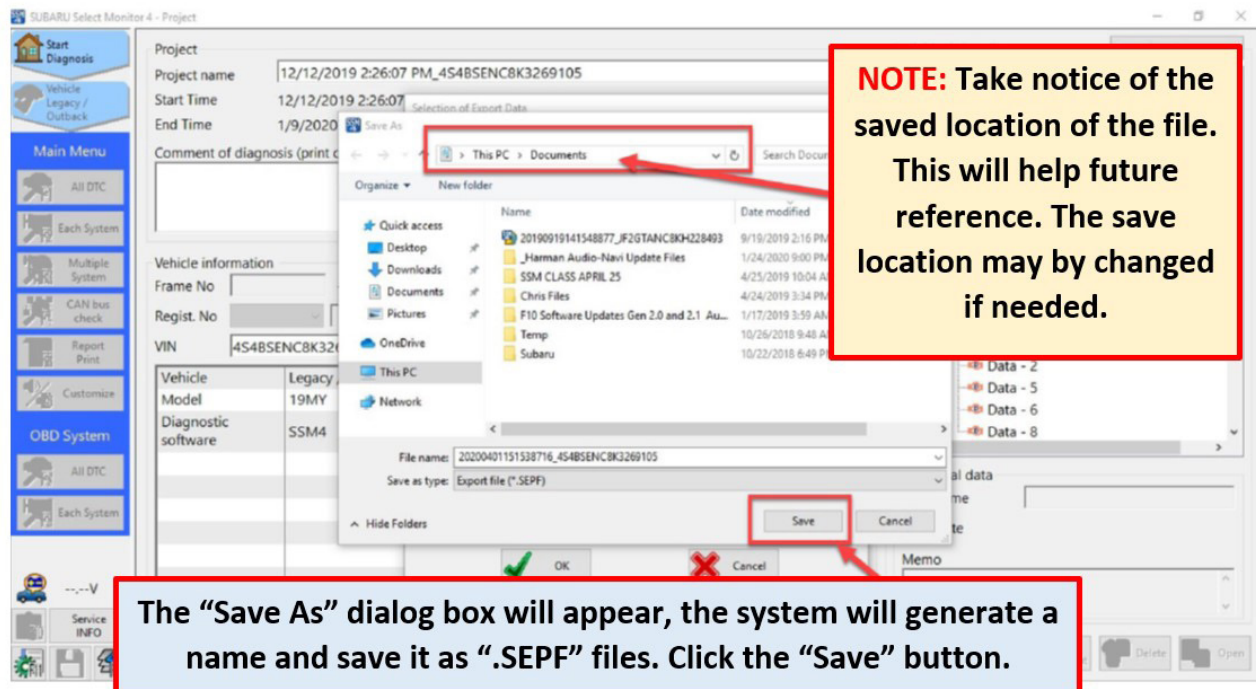
STEP 9: Review and confirm items prior to sending.

Verify the items to be sent are checked, the click the "OK" button.
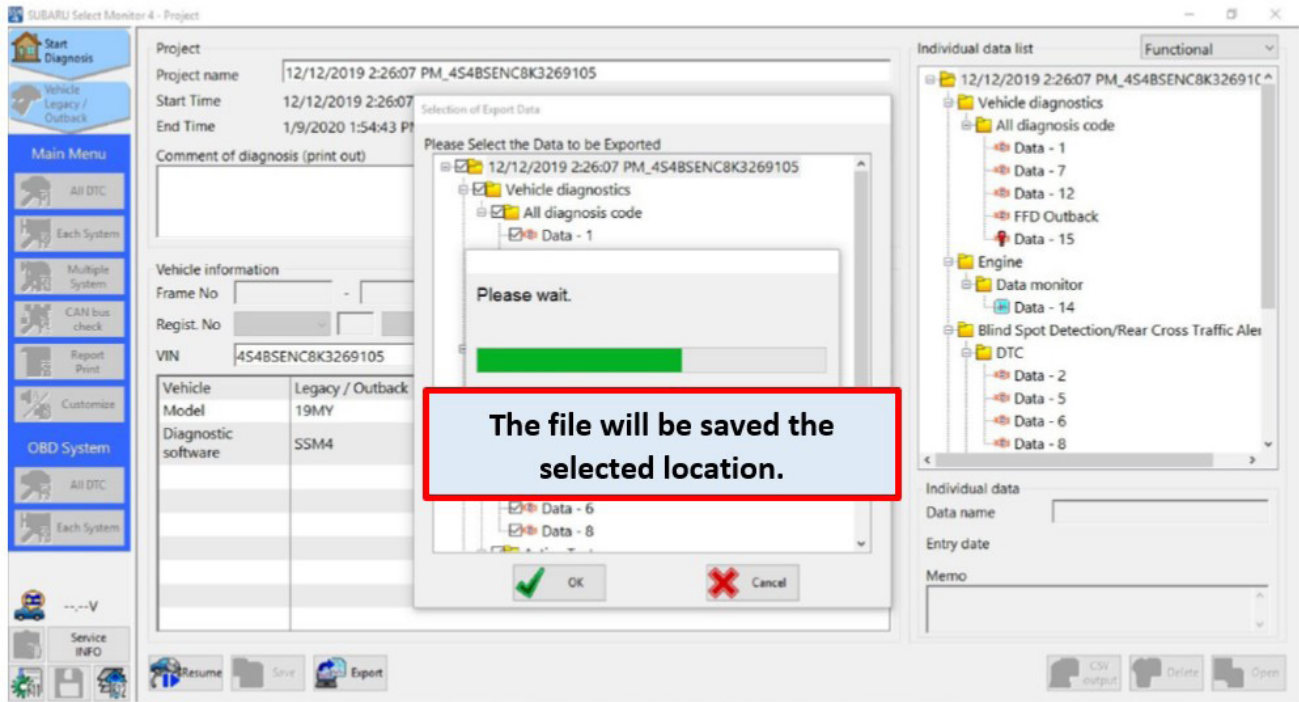
STEP 10: Save the desired data.

NOTE: Take notice of the saved location of the file. This will help future reference. The save location may by changed if needed.
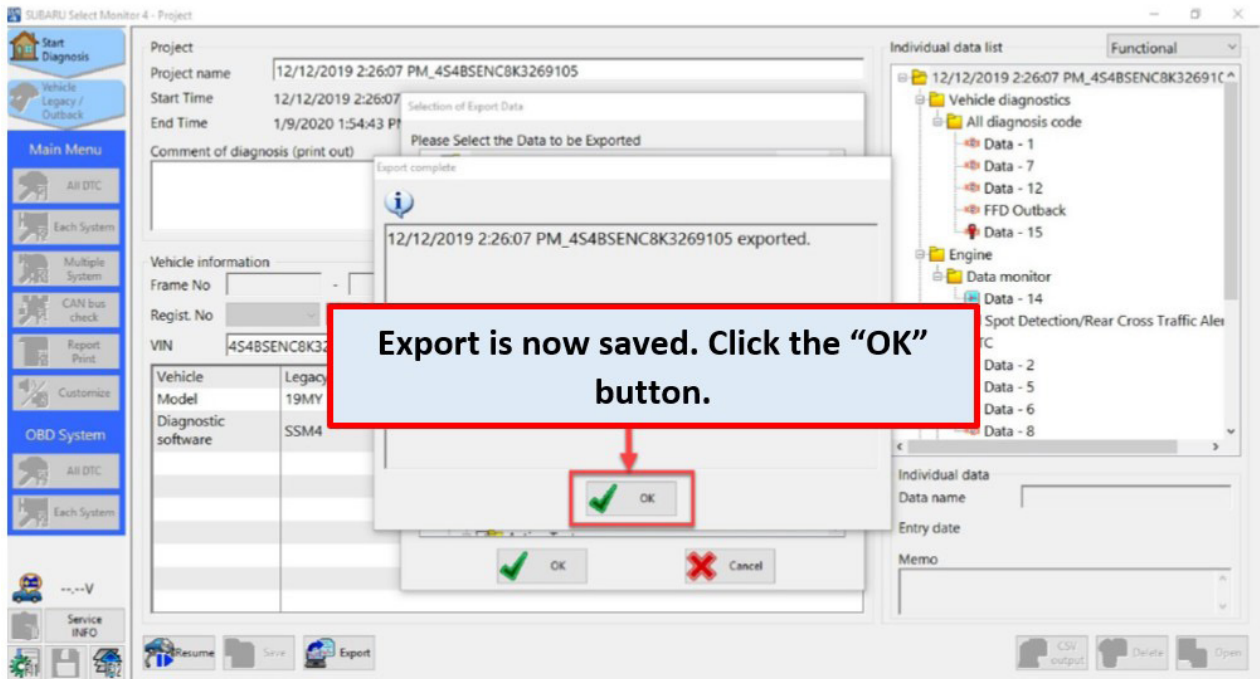
The "Save As" dialog box will appear, the system will generate a name and save it as ".SEPF" files. Click the "Save" button.

Continued...
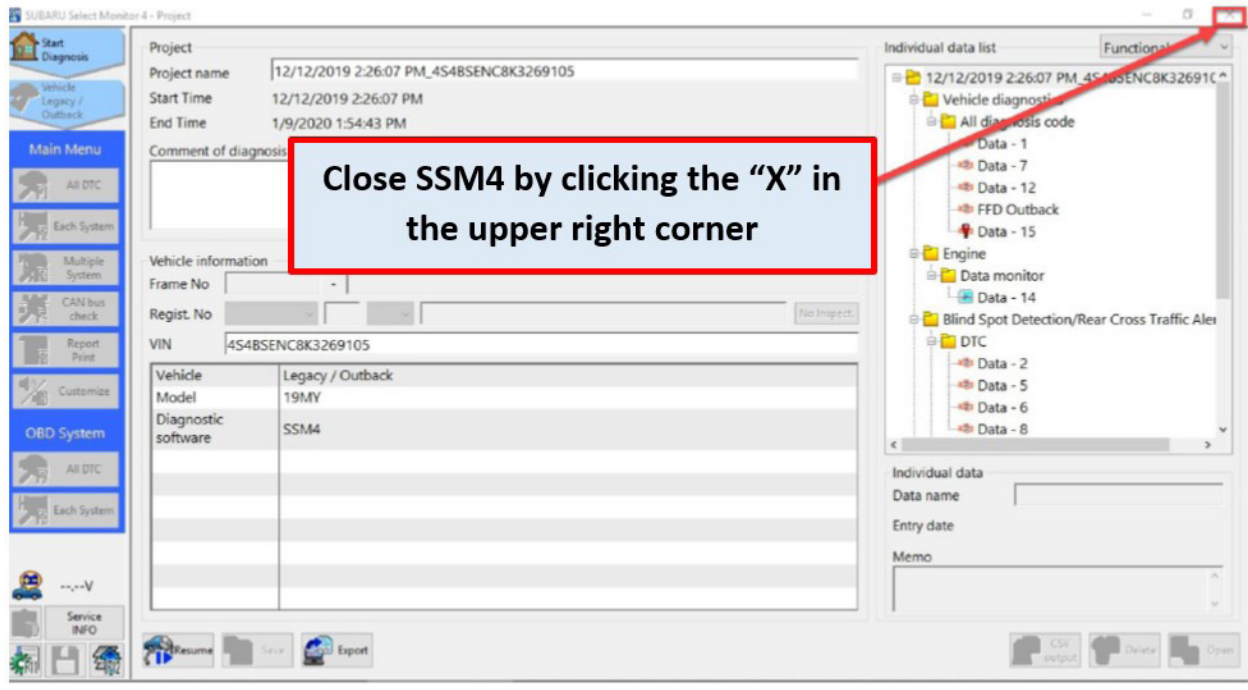
STEP 11: Wait for file to be saved.

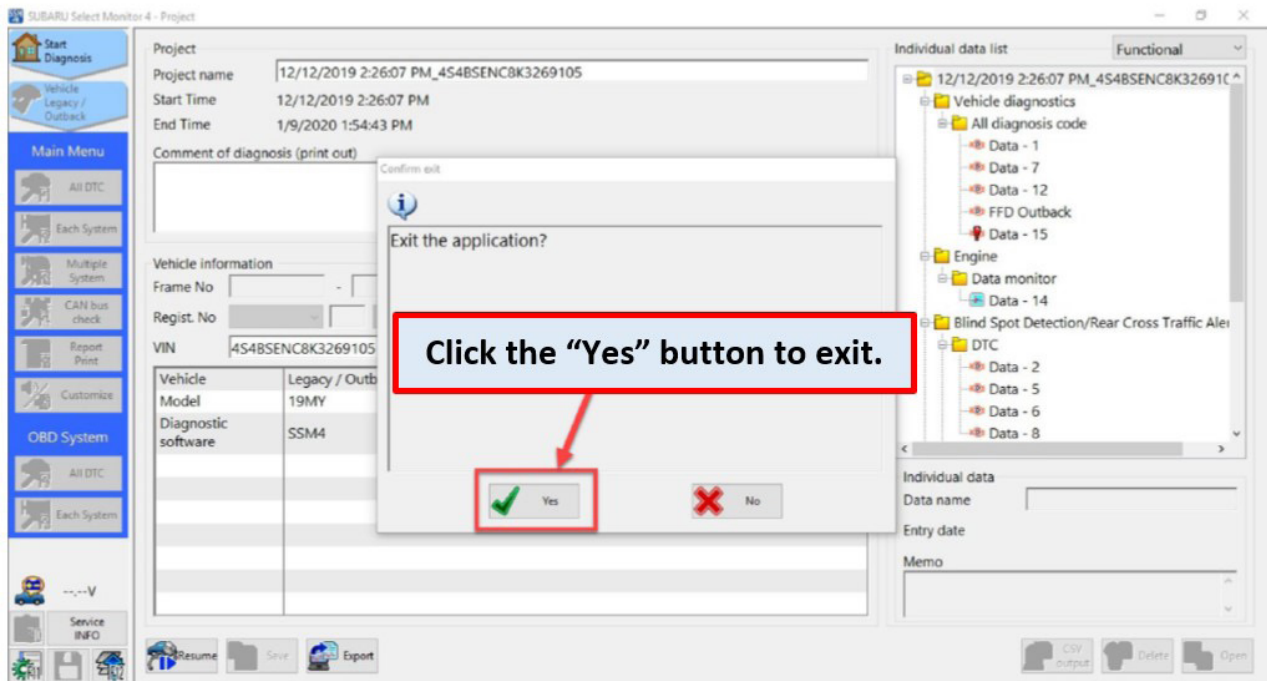**STEP 12:** Click the "OK" button.

Continued...

STEP 13: Close SSM4

Close SSM4 by clicking the "X" in the upper right corner

STEP 14: Click the "Yes" button.

Exit the application?

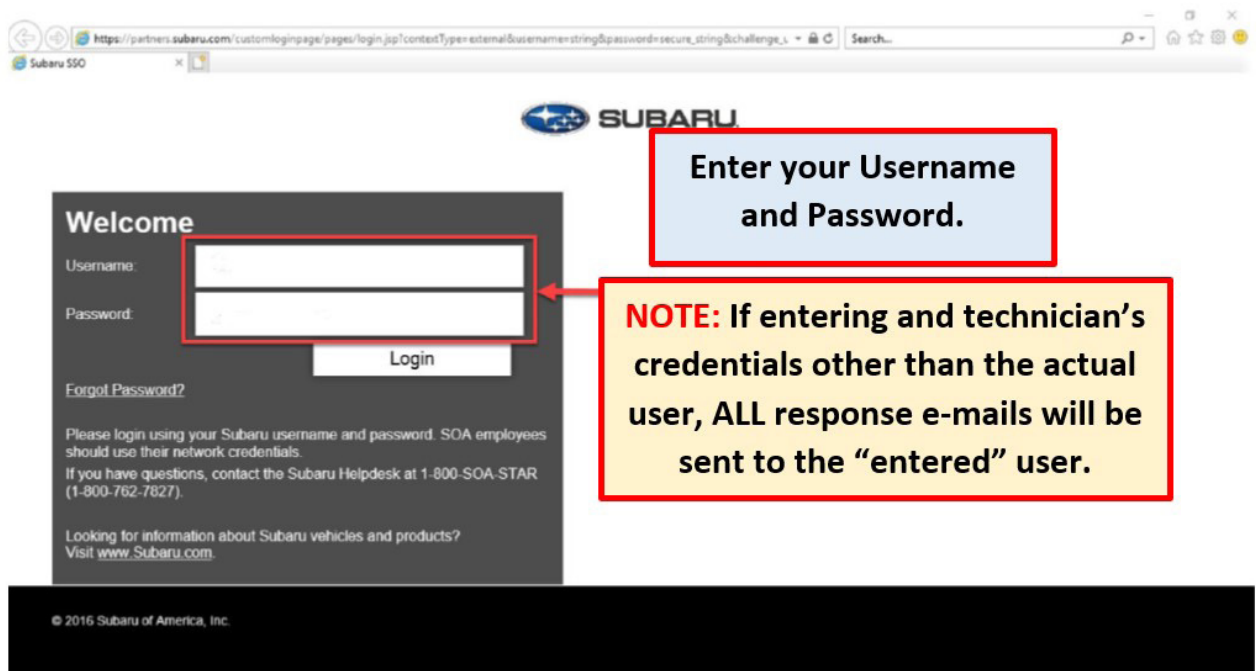Click the "Yes" button to exit.

Continued...

STEP 15: Sending the file.

IMPORTANT NOTE: Technicians **MUST** contact Techline and open a case prior to sending data.

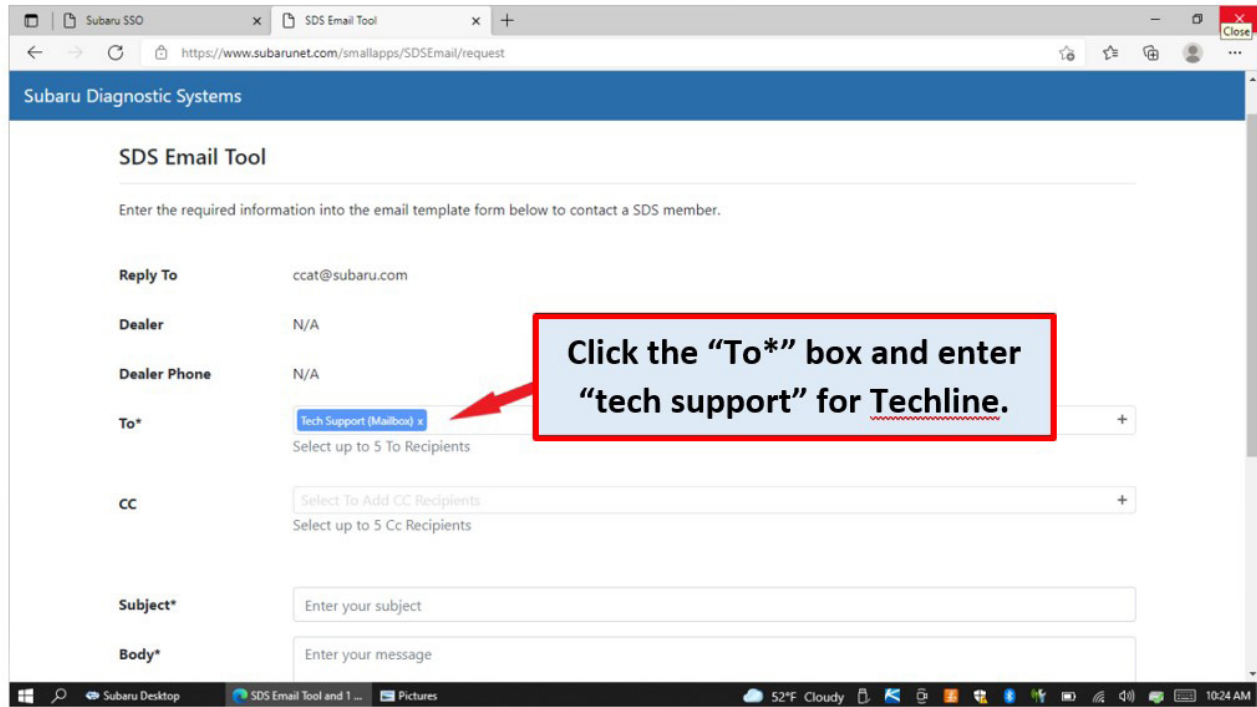**IMPORTANT NOTE:** Technicians **MUST** contact Techline and open a case prior to sending data.

Start sending the file by clicking the "Send Message" button.

STEP 16: Enter Username and Password

Enter your Username and Password.

NOTE: If entering and technician's credentials other than the actual user, ALL response e-mails will be sent to the "entered" user.
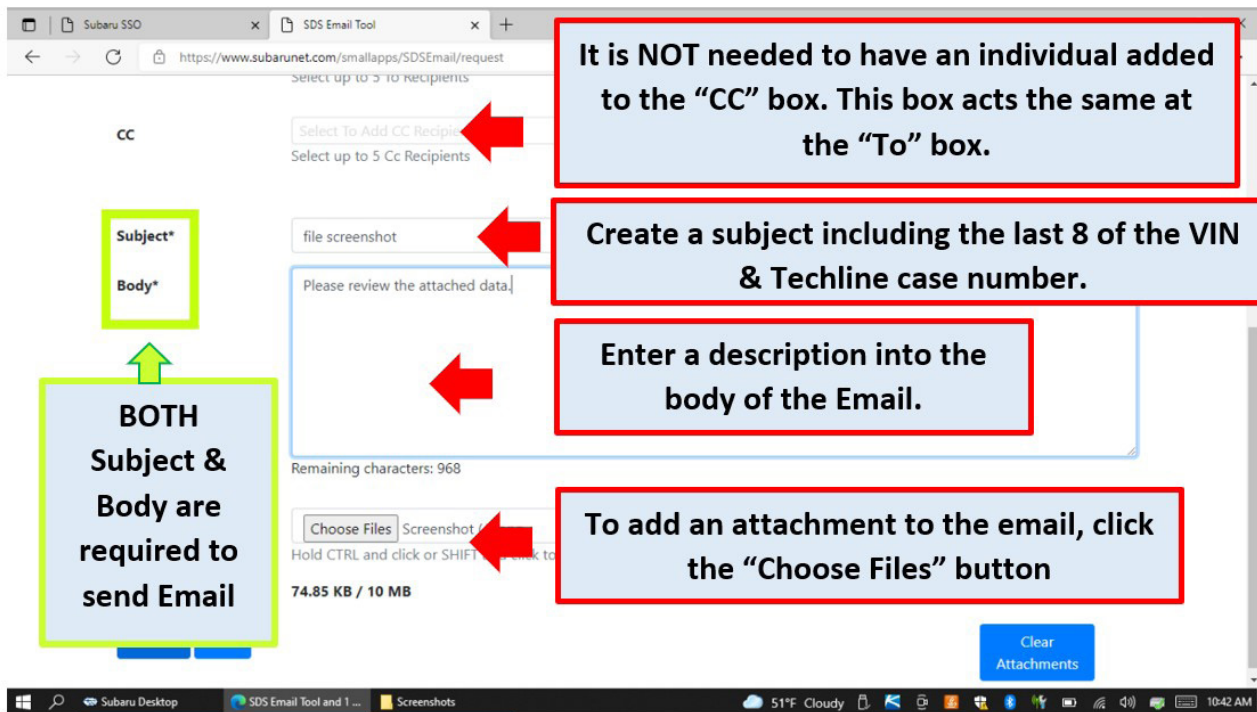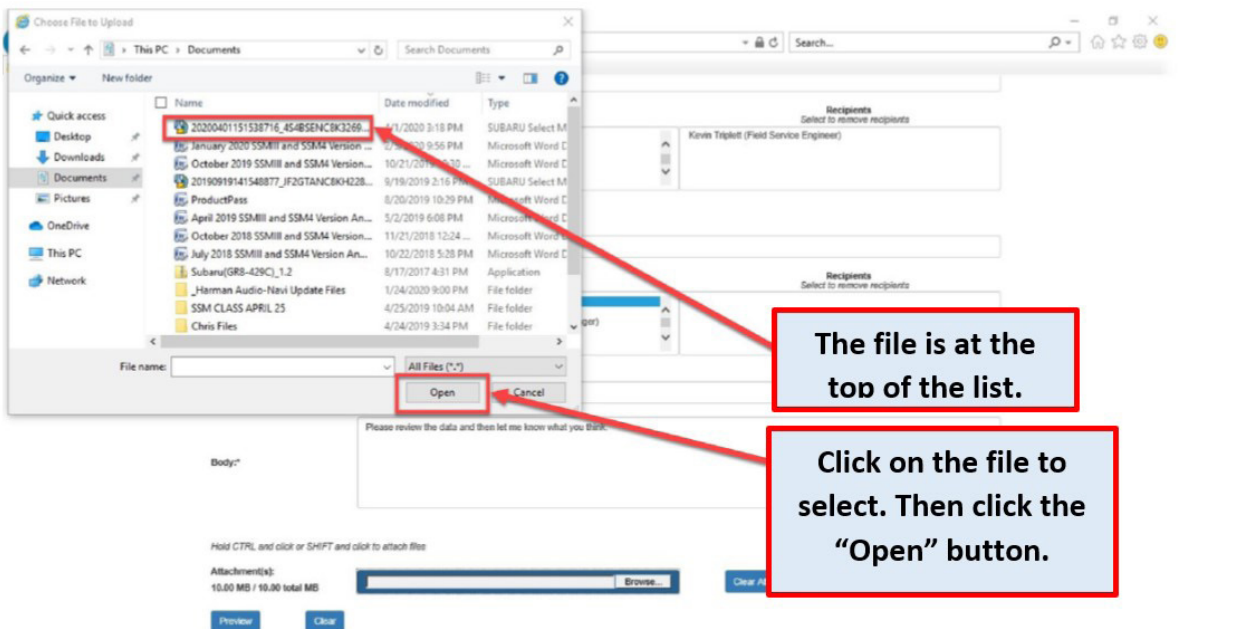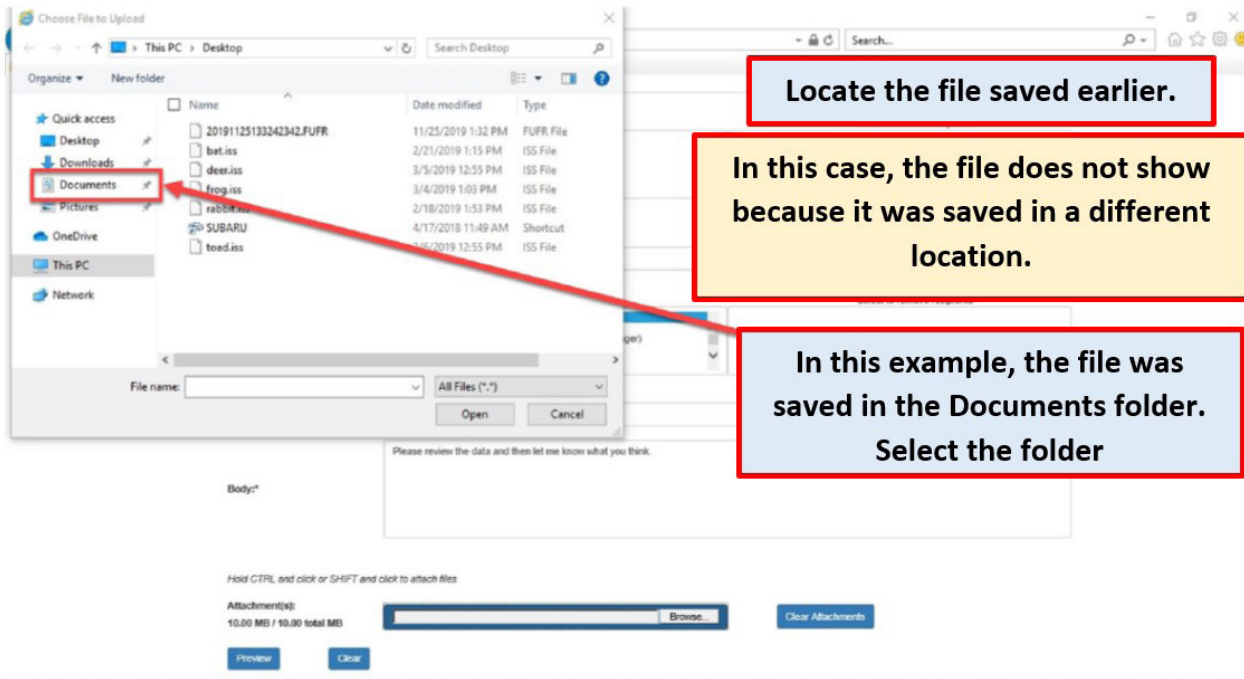
Continued...

STEP 17: Select the representative who you wish to send the file to. The desired representative can only be chosen from the list prompted after clicking the "To*" button.

STEP 18: Use the Email tool to enter the required information and attaching the saved files.

Locate the file saved earlier.
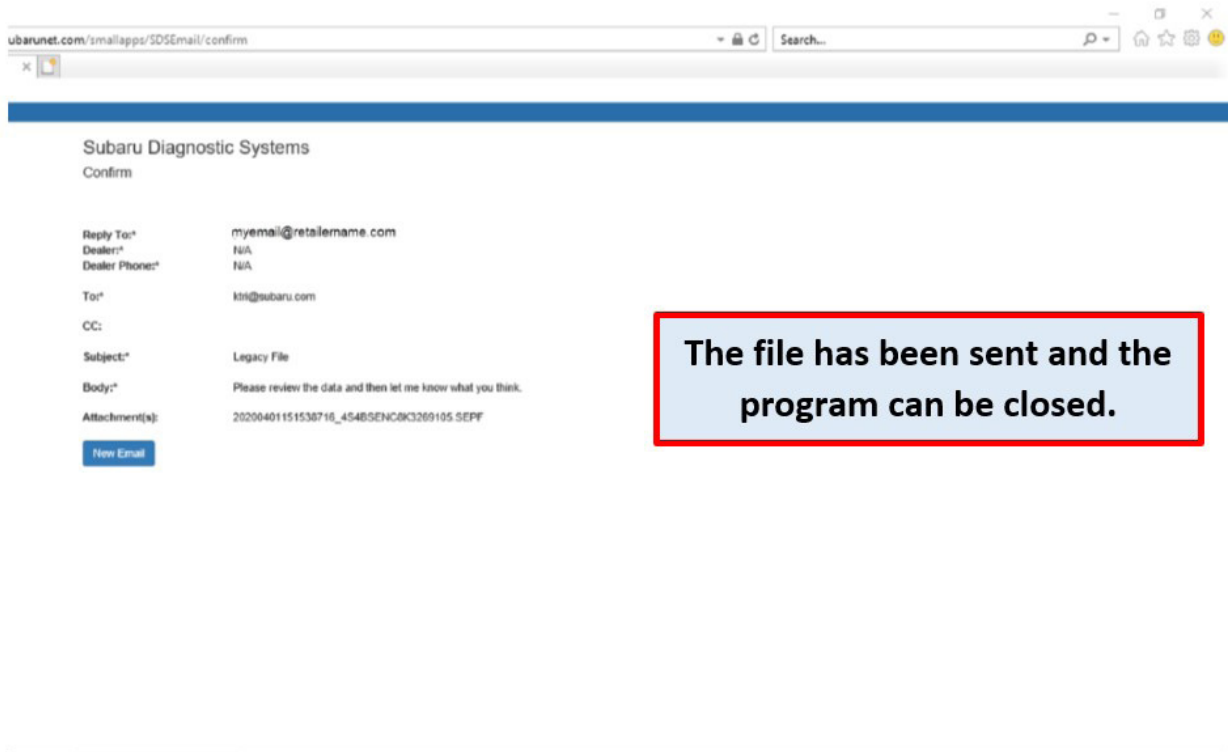
In this case, the file does not show because it was saved in a different location.

In this example, the file was saved in the Documents folder. Select the folder

The file is at the top of the list.

Click on the file to select. Then click the "Open" button.

STEP 19: Confirm Email size & content

STEP 20: Send the Email.

Continued...

The file has been sent and the program can be closed.

E-Mailing Data Files to Techline: ALTERNATE PROCEDURE

This alternate procedure is for use when the SDS Laptop is not directly connected to a network / Internet (or is experiencing connectivity issues).

1. Start by inserting a flash drive into the USB slot of the SDS laptop. This USB must be dedicated solely for this purpose. **IMPORTANT:** NEVER USE FLASH DRIVES FORMATTED FOR AUDIO/ NAVIGATION UPDATES!
2. Locate your Project File and copy it onto the flash drive. Insert the flash into the PC you wish to send the e-mail from.
3. Navigate to the Project File stored on the flash drive.
4. Open your e-mail in a web browser, start a new message and attach the Project File to the e-mail. (This procedure will vary depending on the e-mail being used.)
5. The same procedures listed above in the Recommended Procedure apply to the Subject and body fields of your new e-mail message.
6. Send the e-mail to tech@subaru.com.
7. If no response is received within 24 hours, contact the Techline to verify receipt of the message.

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.