SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: All Gen2 Telematics Equipped Models	**NUMBER:** 15-298-22
	DATE: 07/11/22

SUBJECT: Repair Process for Vehicles When Subaru STARLINK® Telematics Stolen Vehicle Recovery is Activated

INTRODUCTION:

This Service Information Bulletin announces the preferred practices to be used when handling vehicles equipped with Gen2 Telematics which are enrolled in the Subaru STARLINK® Security Plus Service featuring Stolen Vehicle Recovery Plus with Immobilizer. This feature allows a customer with a valid Police report to contact STARLINK® Customer Care (**1-855-753-2495**) to activate the remote service. The STARLINK® Customer Care Agent will work directly with the authorities to provide relevant location information to recover the vehicle.

Once a vehicle is recovered, it may arrive at the retailer in a condition that requires repair. The immobilizer, if still activated, will prevent the vehicle from being started and an audio message may be emitted from the speakers indicating the vehicle has been stolen. This bulletin outlines the best practices and the most efficient path to ensure the immobilizer system is deactivated.

Technicians should NOT replace any immobilizer components before completing diagnostic Steps 1 through 6, confirming the Telematics Stolen Vehicle Recovery feature is DEACTIVATED and the vehicle's remote vehicle mobilization message has been acknowledged.

If the vehicle has been part of a theft and/or activated stolen vehicle recovery, Technicians and Service Advisors should interview the customer about ALL concerns regarding any starting difficulties.

Applicability						
Model	**MY 2016**	**MY 2017**	**MY 2018**	**MY 2019**	**MY 2020**	**MY 2021**	**MY 2022**
Ascent	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2
Crosstrek	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2
Crosstrek Hybrid	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2
Forester	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2
Impreza	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2
Legacy	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2
Outback	Gen 1	Gen 1	Gen 1	Gen 1	Gen2	Gen 2	Gen 2
WRX	n/a	Gen 1	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2
BRZ	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2

Continued...

SERVICE PROCEDURE / INFORMATION:

NOTE: DO NOT replace **ANY** components before following the Steps outlined below. If you are unable to confirm STARLINK® status of the vehicle, contact Techline or your District Service Quality Manager prior to any component replacement.

Diagnostic Procedure to address theft recovery vehicles with an active STARLINK® Security Plus subscription experiencing starting difficulties:

Step 1:

Confirm the customer has contacted the STARLINK® Customer Care and provided notification the vehicle has been recovered.

Step 2:

ALWAYS confirm the 12v systems battery is sufficiently charged with a Pass test result prior to performing any work.

Step 3:

Follow TSB **15-266-20R** to request a remote door unlock to verify the Telematics system is responding to remote service requests.

If the vehicle fails to respond to a remote service request, the Technician must perform the diagnostic steps outlined in the applicable Subaru Service Manual. Refer to STIS: <u>DIAGNOSTICS > TELEMATICS SYSTEM > Basic Diagnostic Procedure</u>.

Step 4:

Use the Subaru Select Monitor (SSM) to perform an all-system scan noting any current DTCs. Resolve all current DTCs that could affect Telematics and / or starting system operation before attempting immobilizer diagnosis.

Step 5:

Use the SSM to review the Keyless Access Control Module (KACM) and Body Integrated Unit (BIU) data to ensure the immobilizer is "SET," preventing the vehicle start.

- Body Control > Immobilizer Set Memory = SET

	Item	Value
BIU	BATT voltage (control)	11.55
BIU	BATT voltage (BACKUP)	11.89
BIU	IGN voltage	11.97
BIU	ACC voltage	11.97
BIU	P SW	ON
BIU	Immobilizer lamp output	ON
BIU	Shift Position	P
BIU	Immobilizer Set Memory	Set

Continued...

- Keyless Access with P/B start > Immobilizer Set Memory = SET

	Value
Immobilizer Set Memory	Set
Telematics Contract State	Not contra...

If both the above PIDs are "SET," the immobilizer may be preventing the car from starting. The Technician will need to proceed to **Step 6**.

If these PIDs are "UNSET," the root cause of no start is NOT the Telematics immobilizer function. The Technician should reference STIS for diagnostics using:

DIAGNOSTICS > ENGINE > DIAGNOSTICS WITH PHENOMENON > LIST > ENGINE DOES NOT START.

<u>Step 6:</u>

In a case where the SSM indicates the KACM and BIU PIDs are "SET" (meaning the immobilizer is actively preventing starting) the customer should contact STARLINK® Customer Care to confirm the vehicle has been recovered and, request the remote vehicle mobilize message to be resent.

In a case where the KACM and BIU PIDs remain "SET" after the second attempt to change to "UNSET", Techline MUST be contacted for additional assistance. **<u>SEE IMPORTANT NOTES BELOW</u>**.

<u>IMPORTANT NOTES:</u>

- If additional assistance is needed with the above **Steps**, contact Techline with the results from **Steps 1** through **6** above.

- In a case where the customer had the immobilizer set, and unexpectedly, the subscription has expired or canceled between the time of recovery and repair, it will be necessary to enroll the car in the STARLINK® Security Plus subscription plan. The vehicle must be actively enrolled if it is determined an additional remote vehicle mobilization command needs to be sent. Should the customer wish not to remain enrolled, the subscription can be canceled once it is determined the Telematics immobilizer function is turned off.

- The only effective way to confirm the repair of a Telematics concern, is to verify the operation of remote services through execution using the MySubaru Mobile App or the MySubaru customer web portal. Using the SOS button or i-Button successfully should not be considered a complete or functional test of remote services. Many conditions 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 operate. The Technician can only confirm remote service operational status by executing a remote service request through either the MySubaru APP or the customer web portal. Refer to TSB **15-266-20R** for more information on this topic.

Continued...

Any Technician or other retailer personnel who, despite service documentation and training to the contrary, performs a Data Control Module (DCM) swap/exchange on a subscribed vehicle should NEVER release that vehicle back to the customer until after confirming the proper operation Telematics system. EXAMPLE: suppose the issue is first discovered after the car has been released to the customer. In that case, the retailer MUST contact the customer immediately to inform them the ACN/AACN (Advanced Automatic Collision Notification) feature may not be functioning correctly, and the vehicle MUST return for inspection soon as possible.

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.