

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: All Subaru Select Monitor 4 (SSM4)
-Compatible Models

NUMBER: 01-175-16R

SUBJECT: E-Mailing Files to Techline and Other
Helpful SSM4 Information

DATE: 09/20/16

REVISED: 09/19/22

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.

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

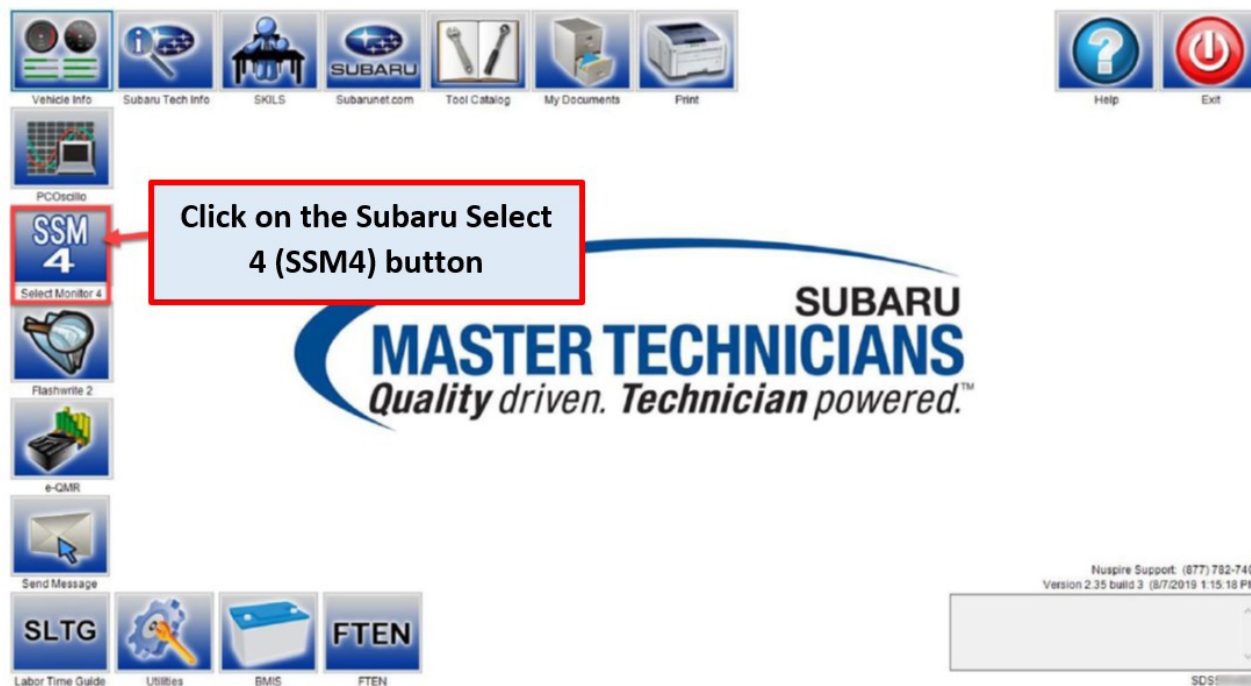
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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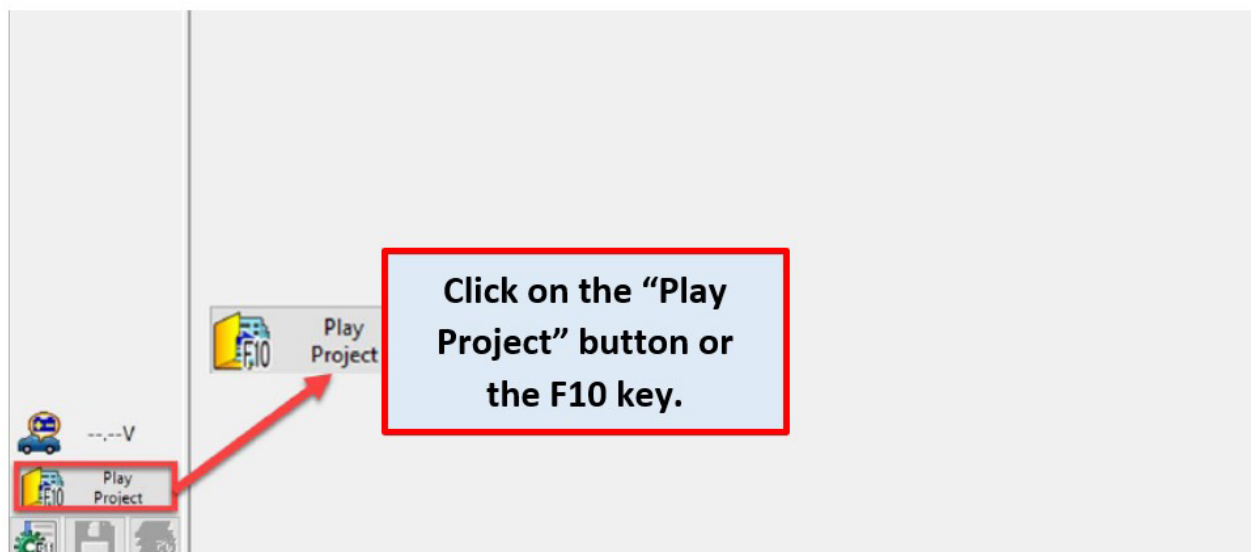
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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



STEP 2: Click the “Play Project” button or press the F10 key.



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STEP 3: Locate the appropriate vehicle information.

Open Project

Read from Project management data

Project list

Project name ▲	Vehicle ▲	Vehicle details ▲	VIN ▲	Saved ▲	The number of
1/29/2020 3:21:47 PM_JF1VA1P64L880055 6	WRX	20MY	JF1VA1P64L8800556	1/30/2020 11:27:45 AM	4
1/27/2020 2:11:37 PM_4S4BTAPC8L310056 2	Legacy / Outback	20MY	4S4BTAPC8L3100562	1/28/2020 3:35:32 PM	5
12/12/2019 2:26:07 PM_4S4BSENC8K326910 5	Legacy / Outback	19MY	4S4BSENC8K3269105	1/9/2020 2:54:43 PM	15

Memo

Delete Search Settings

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.

Open Project

Read from Project management data

Project list

Project name ▲	Vehicle ▲	Vehicle details ▲	VIN ▲	Saved ▲	The number of
1/29/2020 3:21:47 PM_JF1VA1P64L880055 6	WRX	20MY	JF1VA1P64L8800556	1/30/2020 11:27:45 AM	4
1/27/2020 2:11:37 PM_4S4BTAPC8L310056 2	Legacy / Outback	20MY	4S4BTAPC8L3100562	1/28/2020 3:35:32 PM	5
12/12/2019 2:26:07 PM_4S4BSENC8K326910 5	Legacy / Outback	19MY	4S4BSENC8K3269105	1/9/2020 2:54:43 PM	15

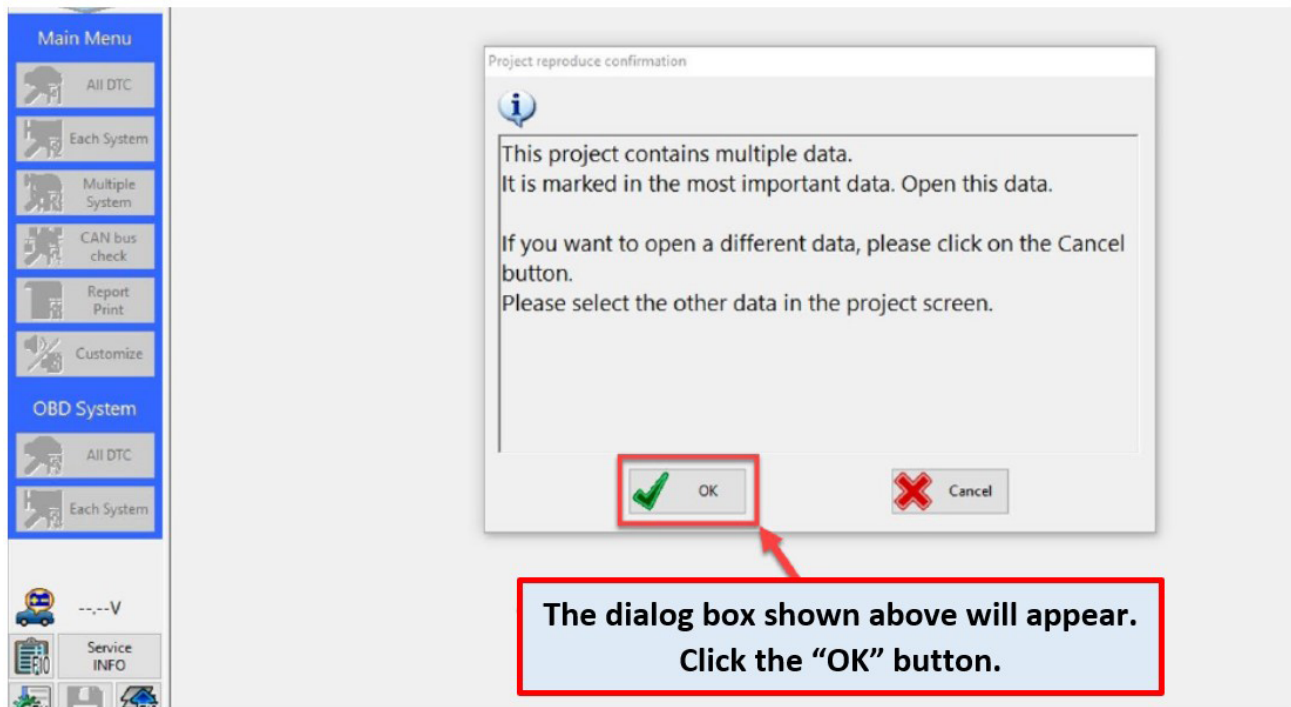
Memo

Delete Open

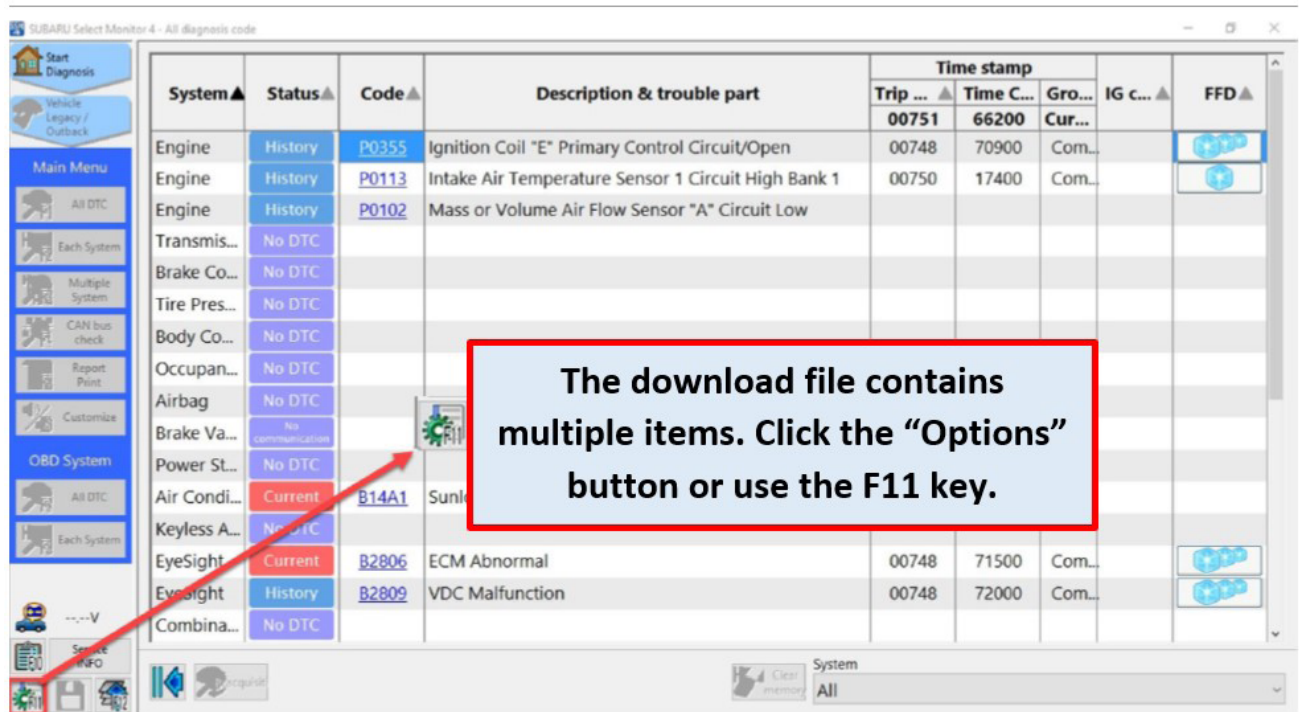
When the desired file is located, click on the file and the row will become highlighted blue. Click the "Open" button.

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STEP 5: Click the “OK” button.

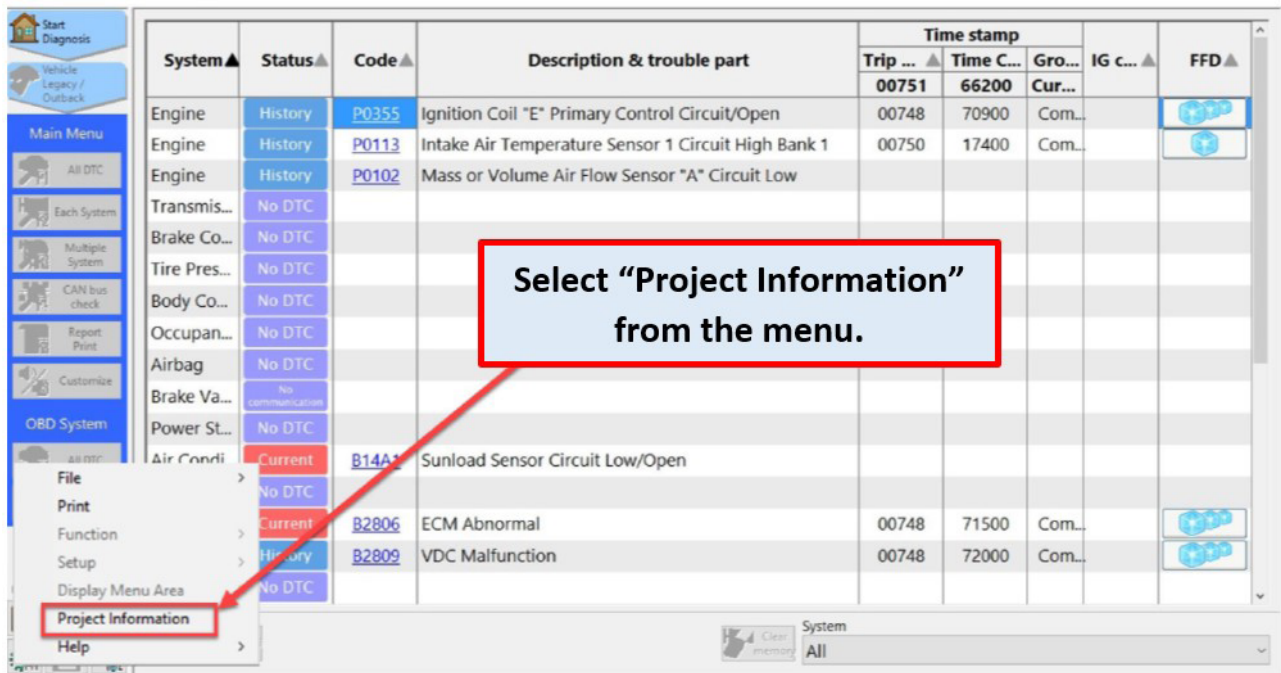


STEP 6: Click the “Options” button or press the F11 key.

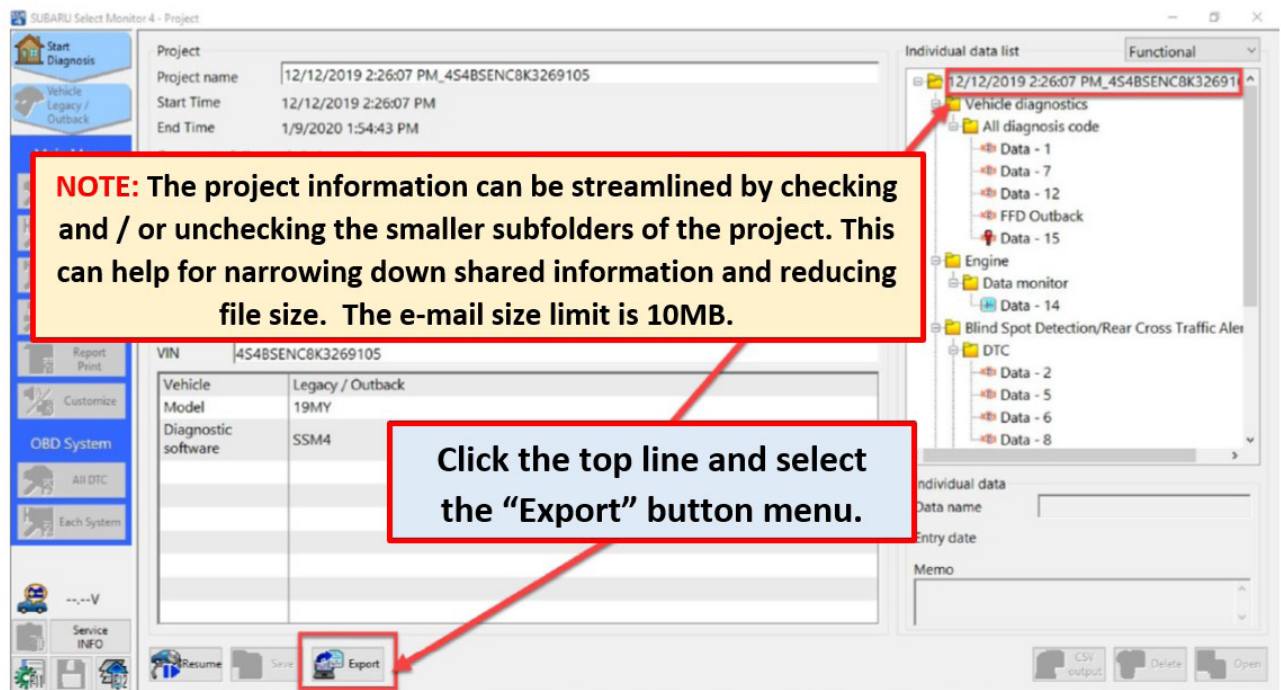


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STEP 7: Select the “Project Information” from the menu.

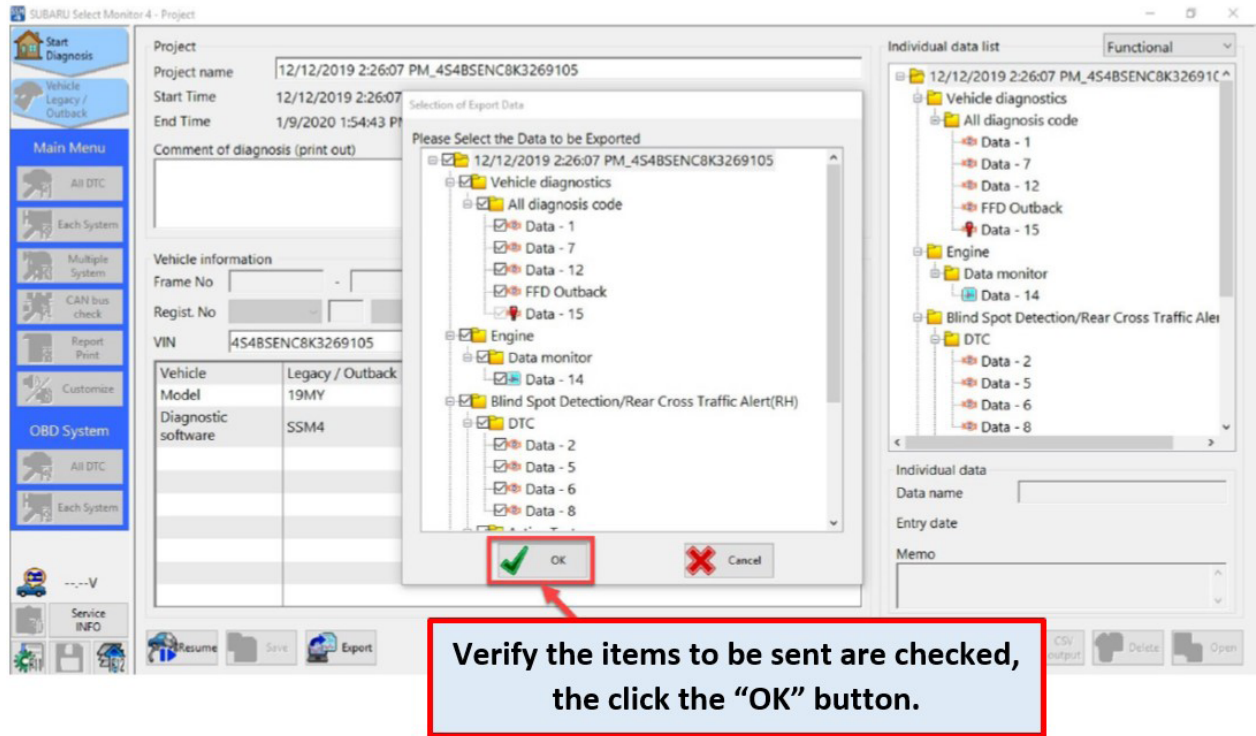


STEP 8: Export the desired data.

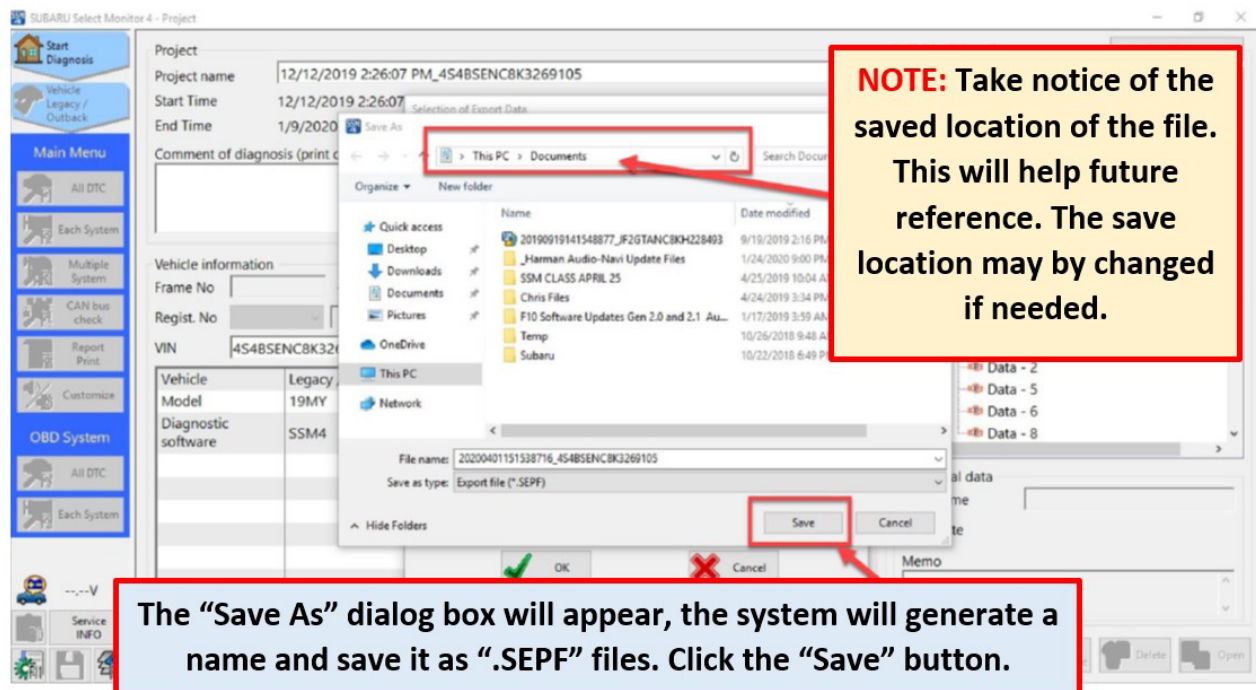


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STEP 9: Review and confirm items prior to sending. To send to Techline via Email, proceed to STEP 10. To send the Techshare and attach to a Quality Monitoring Report, use the following link: <https://subarutechshare.com/user-articles/2d7fb634-1b62-4656-8367-7beca7e9fa24>

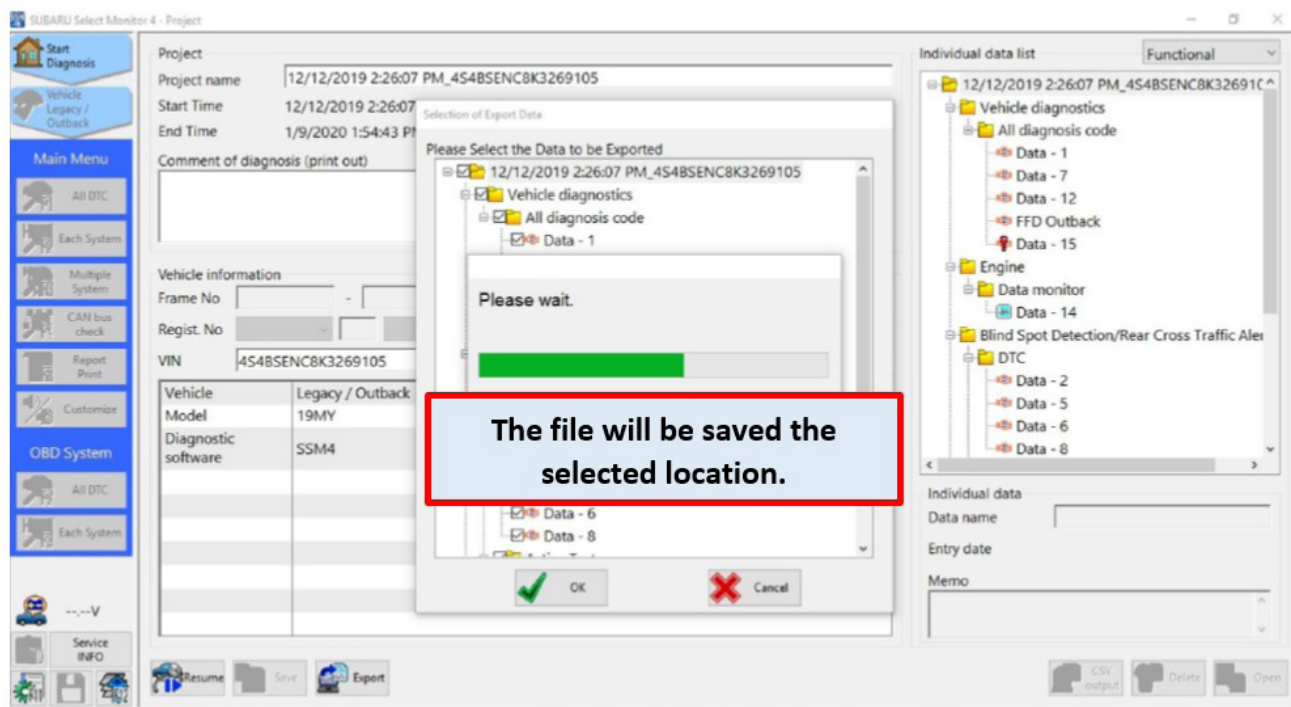


STEP 10: Save the desired data.

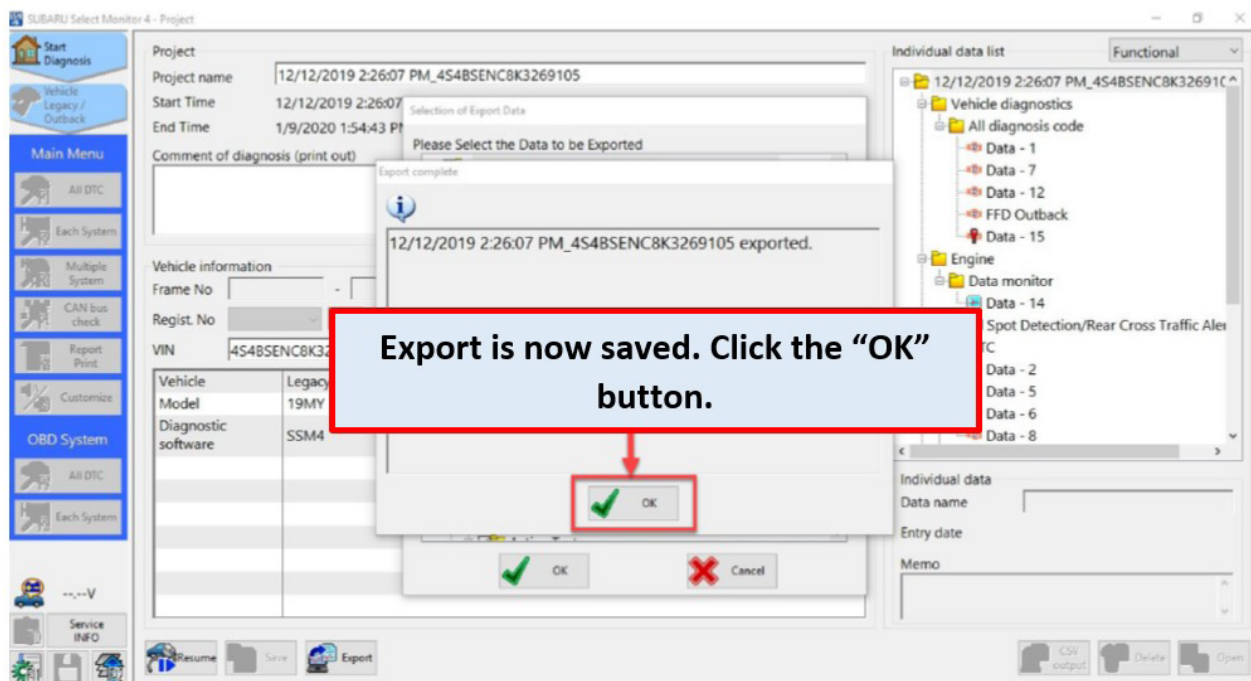


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STEP 11: Wait for file to be saved.

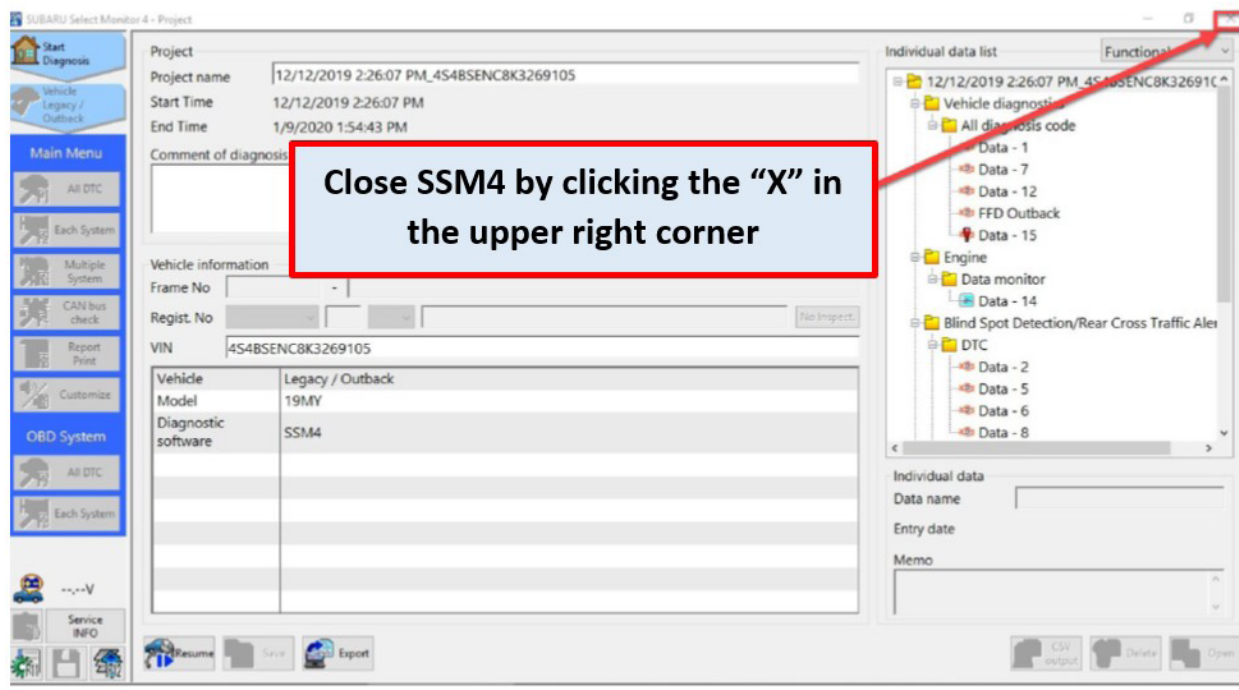


STEP 12: Click the "OK" button.

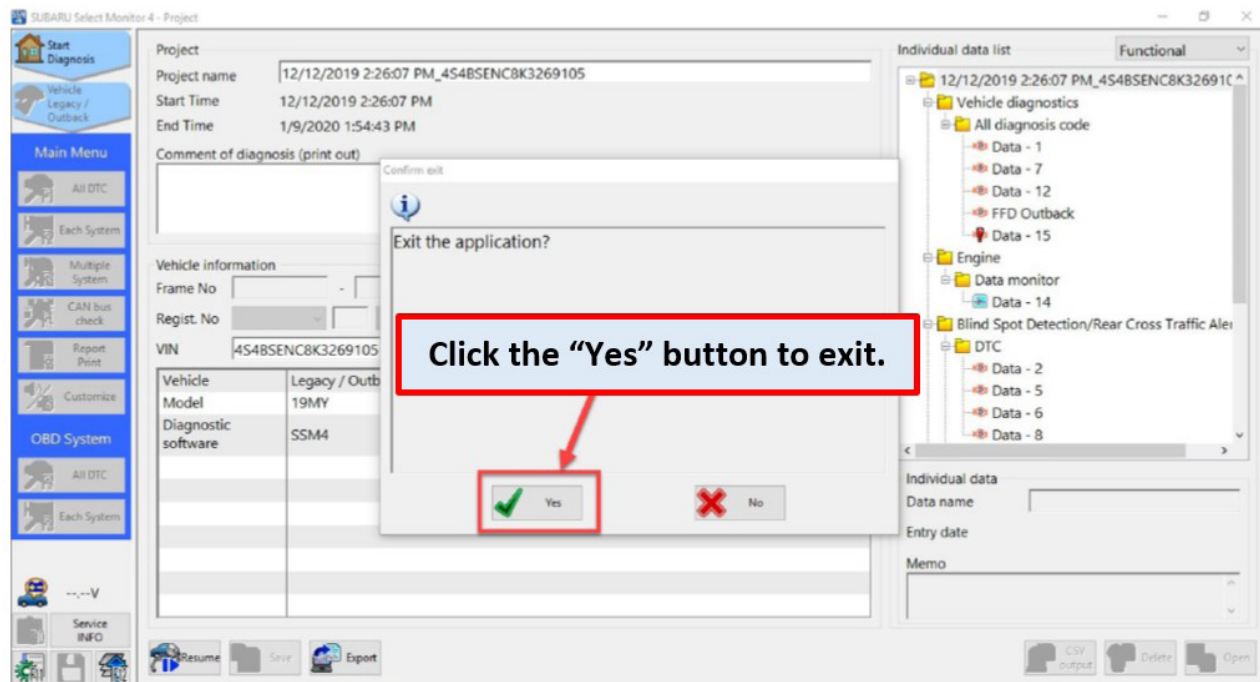


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STEP 13: Close SSM4



STEP 14: Click the "Yes" button.



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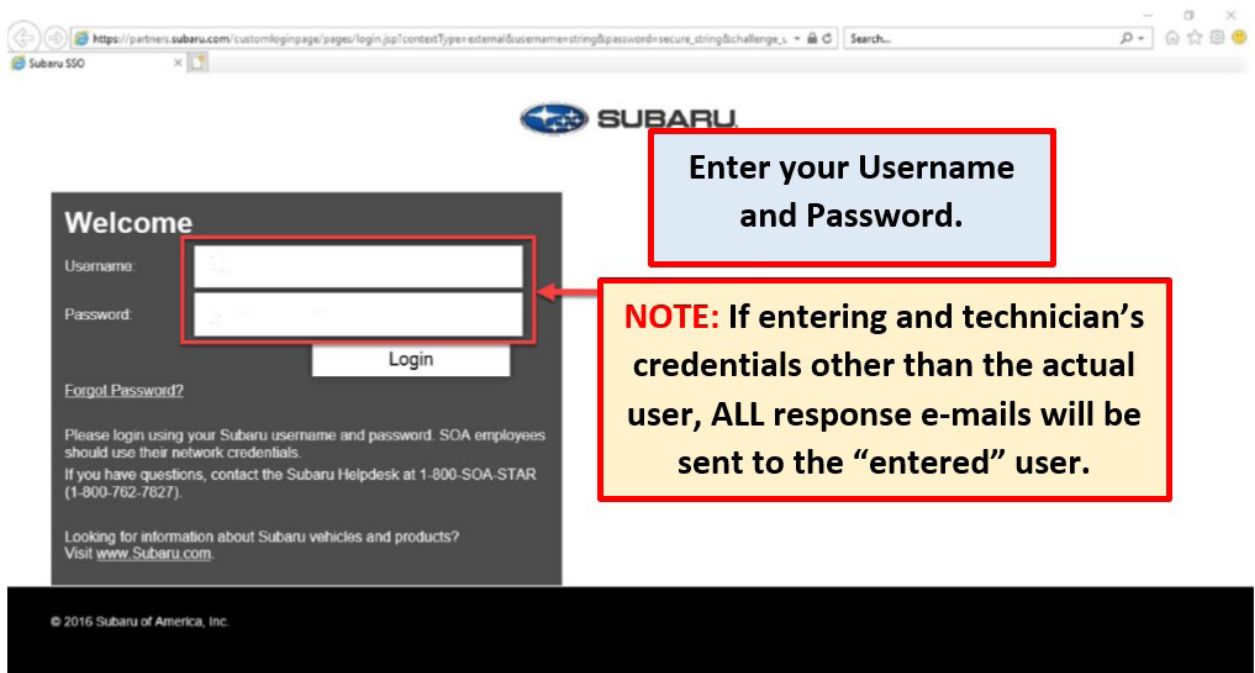
STEP 15: Sending the file.

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

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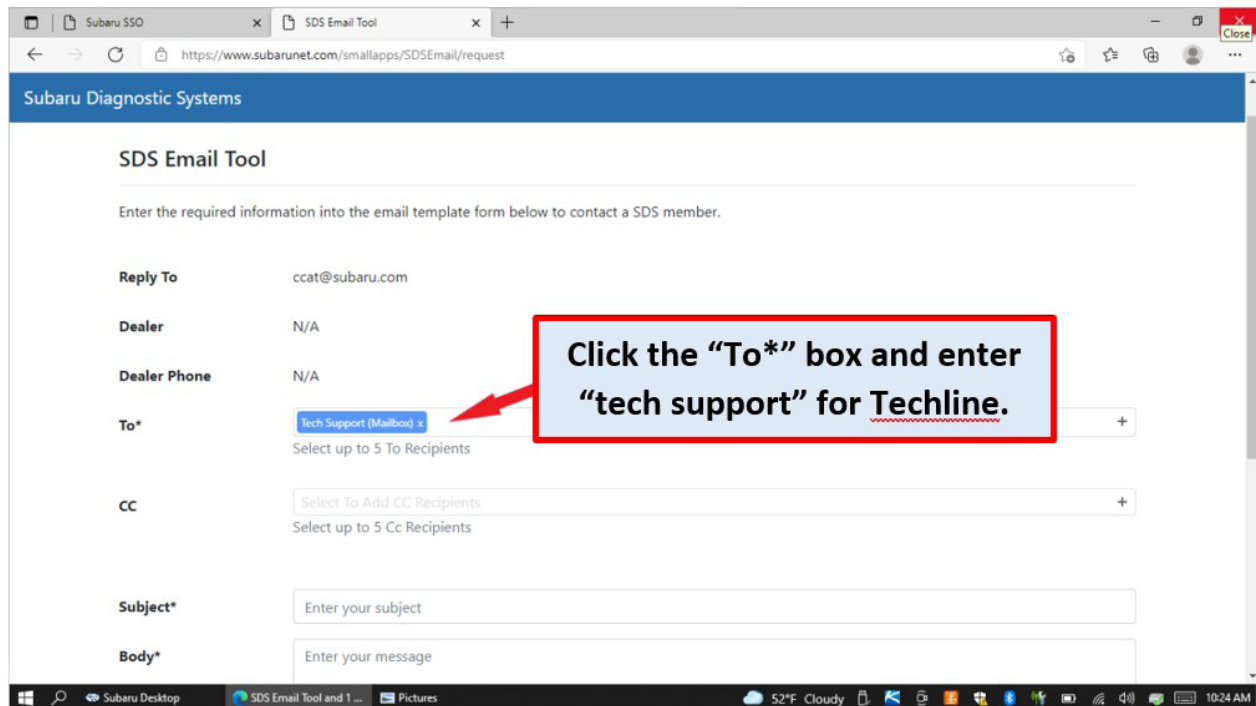


STEP 16: Enter Username and Password

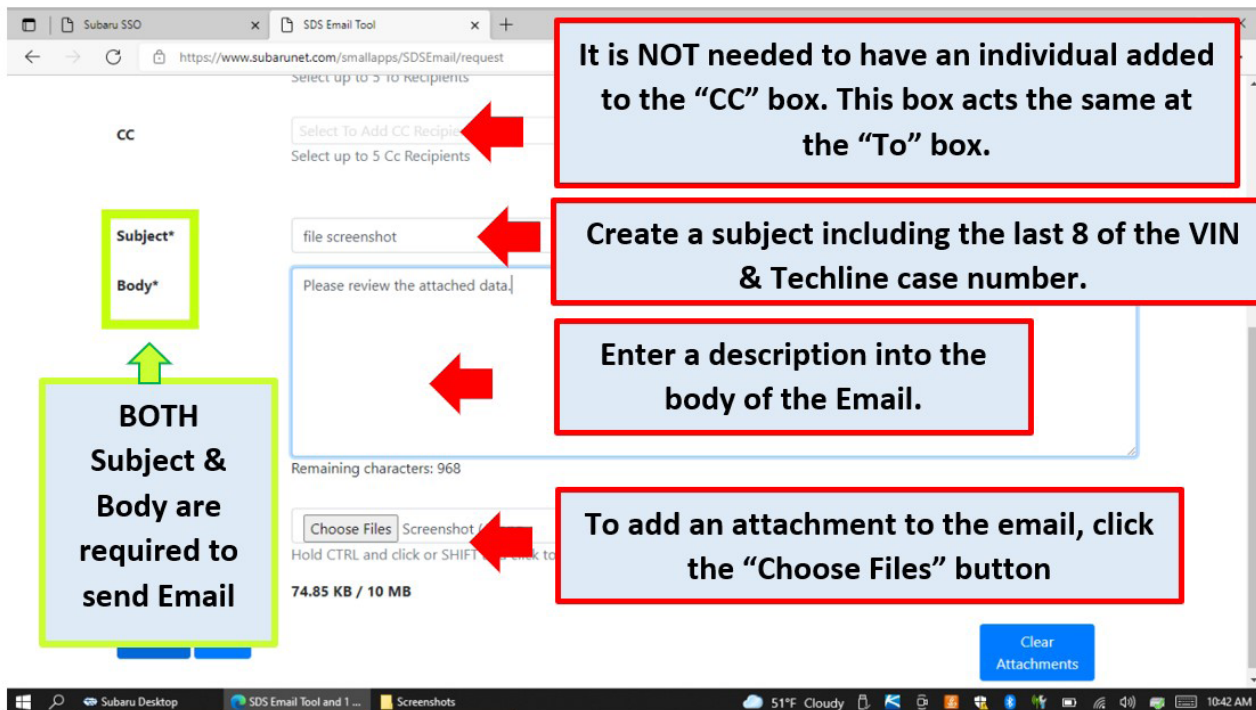


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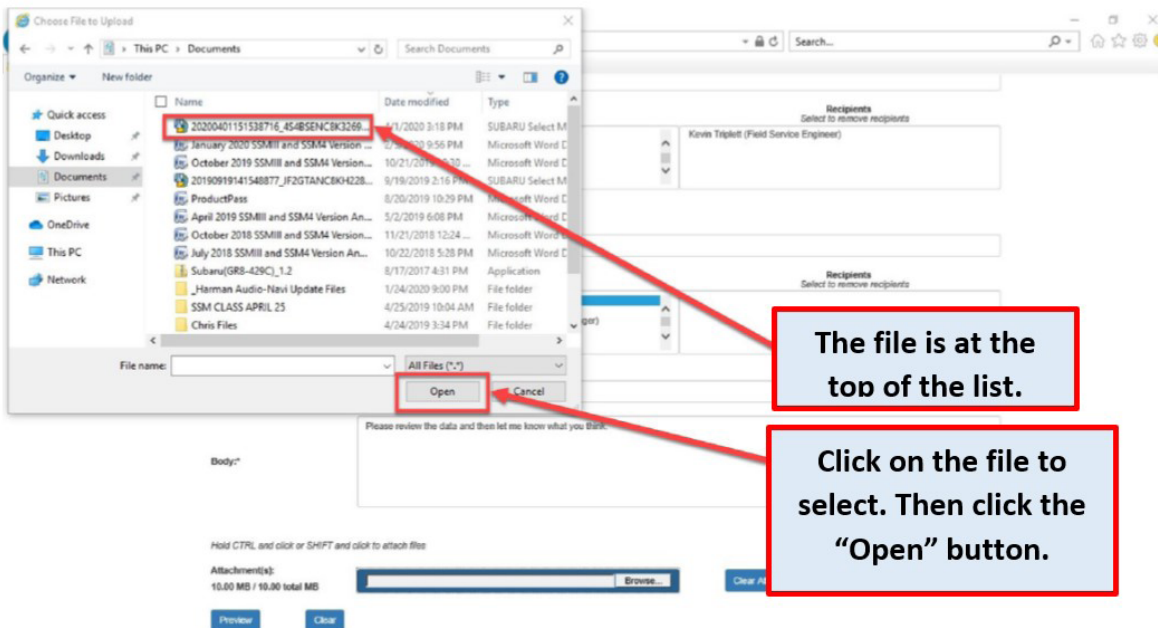
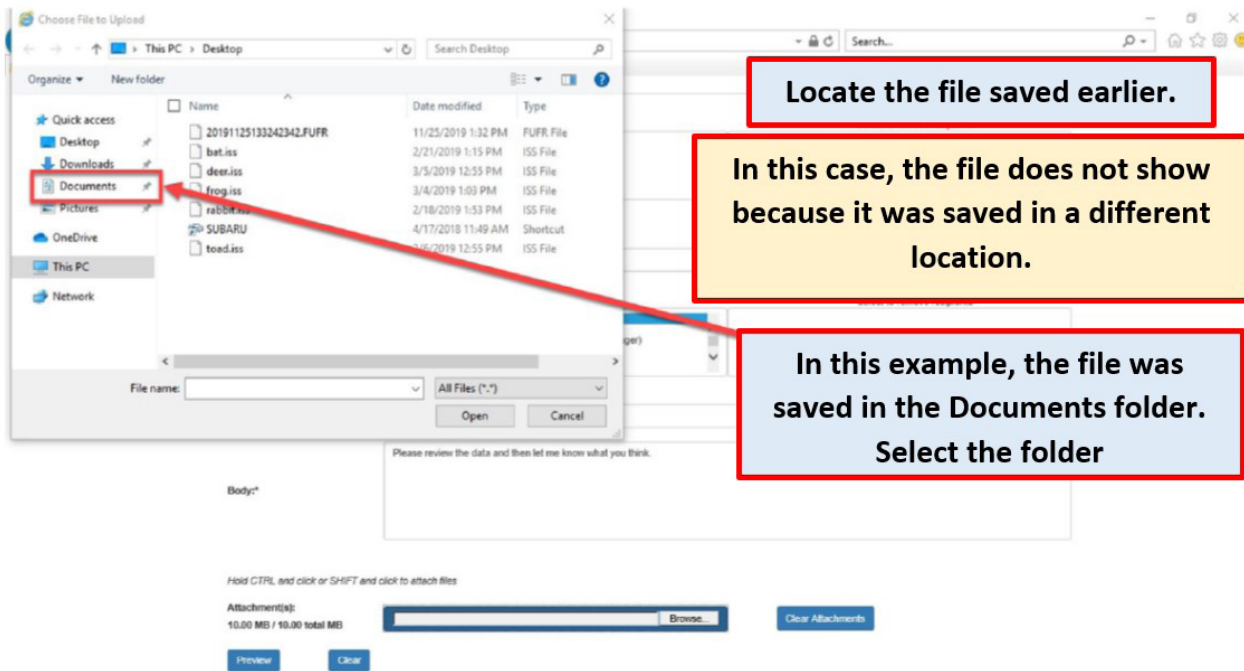
STEP 17: Select the representative who you wish to send the file to. The desired representative can only be chosen from the list prompted after clicking the “To*” button.



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

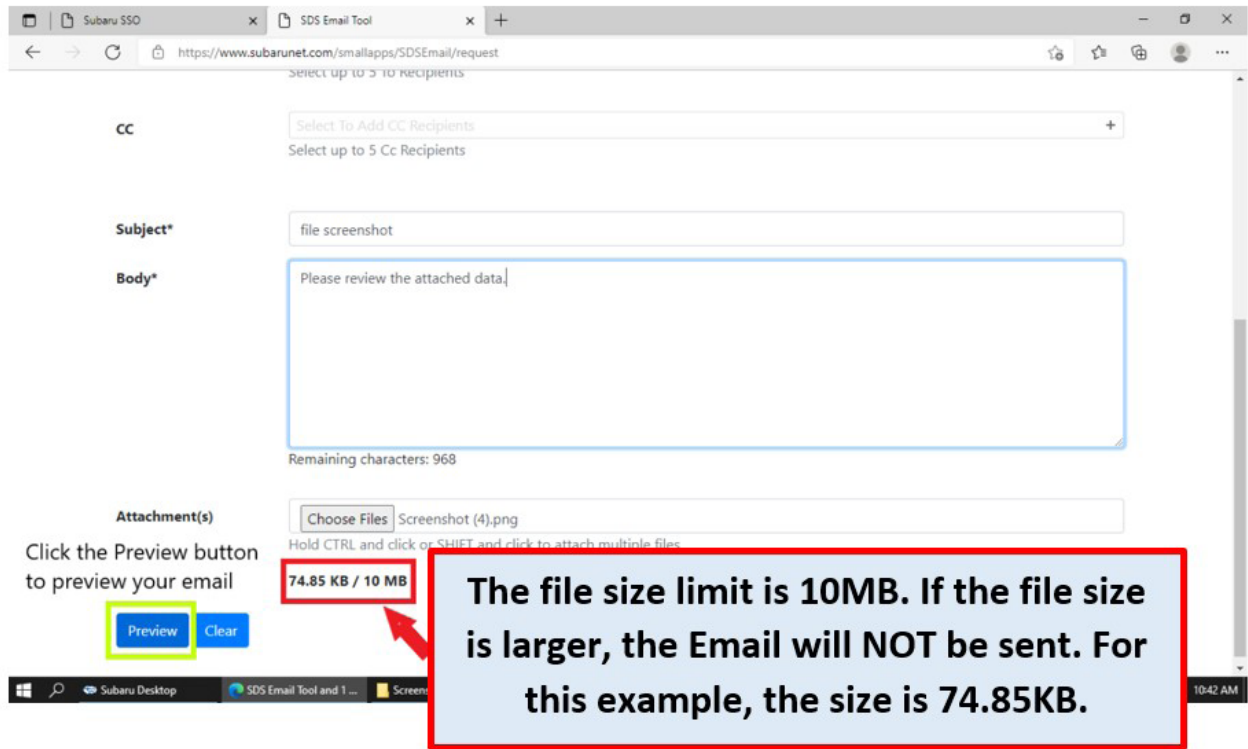


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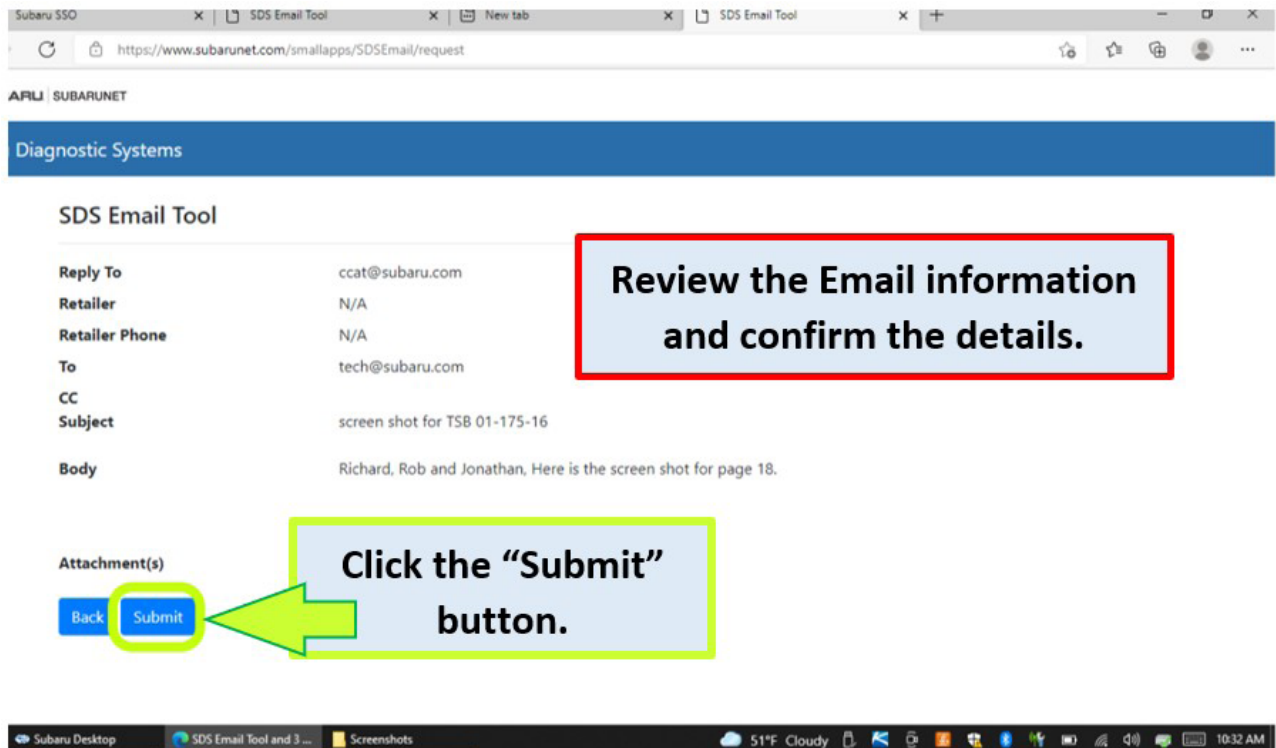


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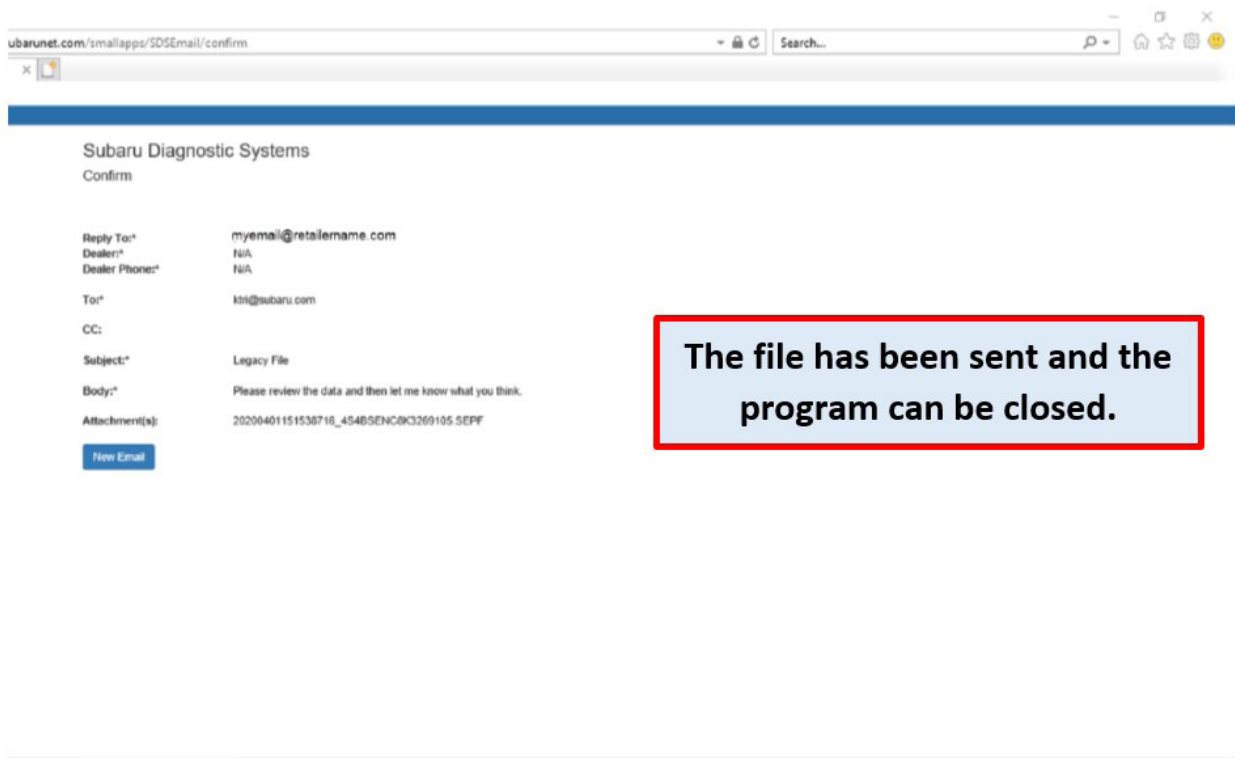
STEP 19: Confirm Email size & content



STEP 20: Send the Email.



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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.