

**ATTENTION:**

GENERAL MANAGER ☐  
 PARTS MANAGER ☐  
 CLAIMS PERSONNEL ☐  
 SERVICE MANAGER ☐

IMPORTANT - All  
 Service Personnel  
 Should Read and  
 Initial in the boxes  
 provided, right.




QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2000MY to Current, All Models  
**SUBJECT:** Replacement Key and Immobilizer  
 Information

**NUMBER:** 01-168-09R  
**DATE:** 06/17/09  
**Revised:** 07/17/14

### INTRODUCTION

The purpose of this bulletin is to provide replacement key and immobilizer information and to provide an overview of the Subaru Lock Information web-site.

### OVERVIEW OF THE RETAILER-ONLY SUBARU LOCK INFORMATION SITE

The Subaru Lock Information Site (SLIS) is located at <http://lockinfo.subaru.com>, and provides information on how to obtain immobilizer codes and key cut codes for Subaru vehicles from the 2000MY to present. This document identifies the equipment required to initialize (reset) the immobilizer code and cut the key blanks, for both immobilizer and non-immobilizer type keys. Subaru of America began using immobilizer systems in some 2005MY vehicles (please refer to Chart 2 on page 2 for more detailed information).

### KEY BLANK TYPES

Subaru vehicles are equipped with either standard side cut keys or high security keys (see Chart 1 on page 2 for a detailed listing). All high security keys are equipped with an immobilizer device installed. Some standard side cut keys may or may not be equipped with an immobilizer device. Key blanks can be purchased through normal parts channels. The following page are examples of the Subaru key blank styles:

**There are many different styles of key cuts. Be sure to order the correct blank for your particular application and verify that your key cutting equipment is compatible. Master keys are shown below.**

2005-2007 Legacy & Outback  
 side cut key w/immobilizer (also  
 available without immobilizer)



2008-2011 Impreza high security  
 key w/immobilizer



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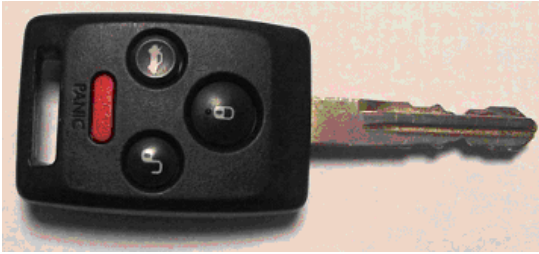
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS  
 COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**SUBARU OF AMERICA, INC. IS "ISO  
 14001 COMPLIANT"**

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.

2008 Legacy, Outback, and Tribeca side cut key w/immobilizer and keyless entry



2009-2013 Forester high security key w/immobilizer



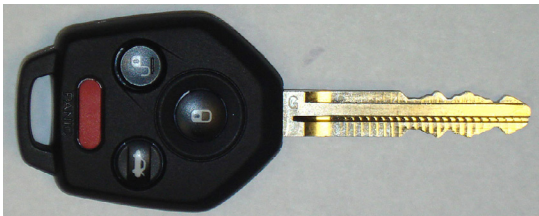
2009 Legacy & Outback and 2009-2014 Tribeca side cut key w/immobilizer and keyless entry



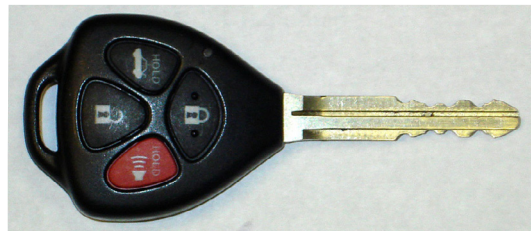
2010-2014 Legacy & Outback high security standard key w/immobilizer and keyless entry



2012-2015 Impreza, 2013-2015 XV Crosstrek and 2014-2015 Forester, 2015 Legacy & Outback, and 2015 WRX & STI side cut key w/immobilizer and keyless entry



2013-2015 BRZ side cut key w/immobilizer and keyless entry



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2013-2015 BRZ keyless access with push-button start system access key with inside cut **high security** mechanical key, immobilizer, and keyless entry



2013-2014 Legacy & Outback keyless access with push-button start system access key with high security mechanical key, immobilizer, and keyless entry



2014-2015 Forester, 2014 XV Crosstrek Hybrid, and 2015 WRX & STI keyless access with push-button start system access key with inside cut **high security** mechanical key, immobilizer, and keyless entry. (Different part number and key cutting code from 2013 BRZ.)



2015 Legacy, Outback and 2015 Impreza keyless access with push button start system access key with single-sided inside cut **high security** mechanical key, immobilizer, and keyless entry.



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## SUBARU VEHICLES EQUIPPED WITH ENGINE IMMOBILIZER SYSTEM

	Baja	Forester	Impreza	Legacy	Outback	Tribeca	BRZ	XV Crosstrek
<b>2005</b>	n/a	2.5XT	STi	2.5GT	2.5XT, 3.0R	--	--	--
<b>2006</b>	n/a	2.5XT	WRX, STi	All	All	All	--	--
<b>2007</b>	--	2.5XT	WRX, STi	All	All	All	--	--
<b>2008</b>	--	2.5XT	All	All	All	All	--	--
<b>≥ 2009</b>	--	All	All	All	All	All	All	All

### WEB SITE ACCESS: AUTOMOTIVE SECURITY PROFESSIONALS

The public-facing locksmith site (linked off of STIS, via the “Immobilizer Key Access” button), is a pay site for lock professionals.

### WEB SITE ACCESS: AUTHORIZED SUBARU RETAILERS

Authorized Subaru Retailers can access SLIS through Subarunet (under the Service tab, or by directly following the URL <http://lockinfo.subaru.com>. Access to the immobilizer information will only be allowed for Subaru Dealership Service Managers and Parts Managers. Access will be granted by using the managers’ SMART user name. No other employees can access the Subaru Immobilizer Database.

**Note: It is the retailers’ responsibility to perform due diligence by entering or deleting employees in the SMART Dealer Employee Maintenance Database. This is especially true of Service Manager and Parts Manager position changes.**

#### Step by Step Process To Access the Site

- Once on the SLIS home page, the Service Manager or Parts Manager will be asked for their SMART user name. At that time, if this is the first time he/she has logged on to the web site, the password “Welcome” should be used. He/she will then be prompted to create a new password (this will not change your current SMART password).
- The Service Manager or Parts Manager will then be prompted to read the disclaimer and answer “accept” or “not accept”. If they answer “not accept”, the system will not let them access the immobilizer information.
- A page will then be displayed, allowing for entry of the full 17 character VIN of the vehicle in question.
- Provided the VIN is found in the database, the immobilizer Security ID along with the key/cutting code will appear.
- A charge of \$2.80 will be incurred for each immobilizer request.

**Note: Costs are \$9.95 per transaction, or \$25.95 for a 24 hour subscription access (with no transaction limit).**

**SOA Warranty will only reimburse an approved warranty claim with an Immobilizer Code access cost of \$2.80 per transaction, as a sublet cost. The public-facing (professional locksmith) web site’s public accesses fees of \$9.95 and \$25.95 will be reduced to \$2.80 per transaction, if those fees are submitted as a part of a warranty claim.**

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## EQUIPMENT

The Subaru Diagnostic System (SDS) which includes the SSMIII diagnostic device to reprogram Subaru immobilizer codes can be purchased through **Bosch Automotive Service Solutions** (<http://subaru.service-solutions.com>). See the Subaru Technical Information System (STIS) (<http://techinfo.subaru.com>) for more information under the “Special Tool Information” tab. The SSMIII stand alone kit requires the use of a laptop computer with minimum standards, show in the table below:

<b>OPERATING SYSTEM</b>	Microsoft 32-bit Windows 2000/XP (Windows XP Pro 64-bit, and Windows Vista CAN NOT be used.)
<b>CPU</b>	Intel Pentium M processor; 900 MHz equivalent or higher recommended
<b>RAM</b>	256 MB recommended
<b>AVAILABLE HARD DRIVE CAPACITY</b>	20 GB recommended
<b>DRIVE</b>	CD-ROM drive
<b>COMMUNICATIONS PORT</b>	USB port (USB 1.1 or higher)

Instructions for Immobilizer re-initialization for keys, etc., can be found in the applicable immobilizer manual on STIS.

The Subaru HDS Kit from Blue Streak Electronics can also be used.

## TEACHING OPERATION CODES

A Teaching Operation Code may be needed when using the SSMIII. The following are the necessary Teaching Codes:

VEHICLE LINE	MODEL YEAR	TEACHING CODE
Legacy	2005 and after	3781
Impreza	2005~07	3178
	2008-2011	3781
Forester	2005~08	3178
	2009-2013	3781
Tribeca	2006 and after	3781

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## KEY CUTTING MACHINERY RECOMMENDATIONS

Subaru of America recommends the use of the Barnes Distribution key cutting machines, “PC + Flash” machine for standard cut keys and the “BD Laser Max” for high security cut keys. Consult <http://subaru.service-solutions.com> for key machine purchases.

BD Laser Max



PC + Flash



## RETAILER CENTRALIZED HIGH SECURITY KEY CUTTING SERVICE

The Subaru of America Parts Department offers a high security key cutting service for retailers who have not purchased the high security key cutting machine. The service program details can be found on [Subarunet.com](http://Subarunet.com), in the Fixed Operations (“***Fixed Ops - Inventory/Ops***”) area, using the “***Security Key Request***” link. Forms, details, and costs are found in this area of [Subarunet.com](http://Subarunet.com).