

**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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**SUBARU**

QUALITY DRIVEN® SERVICE

## SERVICE INFORMATION BULLETIN

**APPLICABILITY:** All Models Equipped with STARLINK Telematics

**NUMBER:** 15-203-16

**SUBJECT:** Inoperative Telematics and Voice Recognition  
 Features

**DATE:** 09/07/16

### INTRODUCTION:

This Service Information bulletin provides information for diagnosing customer concerns relating to:

- Inoperative Voice Recognition (VR) features: Voice recognition activates but does not respond to any speech requests and then times out.
- When making a hands-free phone call, the call recipient cannot hear the caller in the vehicle speaking.
- Telematics system inoperative: no LEDs are on and pressing either the “i” or “SOS” button does not produce any response from the system.

### SERVICE PROCEDURE / INFORMATION:

**NOTE:** If this is a new or recently sold unit, always check for proper fuse placement as shown in the photos below before proceeding further with diagnosis.

Connect the SDS Notebook and DST-I to the vehicle’s DLC and attempt to communicate with the STARLINK Telematics DCM.

- If communication **IS** successful, check for other causes of this concern such as microphone, audio/navigation system head unit, or electrical connection following the applicable Service Manual diagnostics.
- If communication **IS NOT** successful, start to diagnose for a possible DCM power supply concern by first checking the condition of the under hood Telematics fuse. See the following pages for photo examples showing the locations of this fuse in various models/model years.
- **NOTE:** the fuse location and appearance of this fuse has changed from model year to model year on some models such as Forester.

**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**

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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If the fuse is missing, install a known good fuse (same size and rating as shown in the photos below), and determine if communication is now possible.

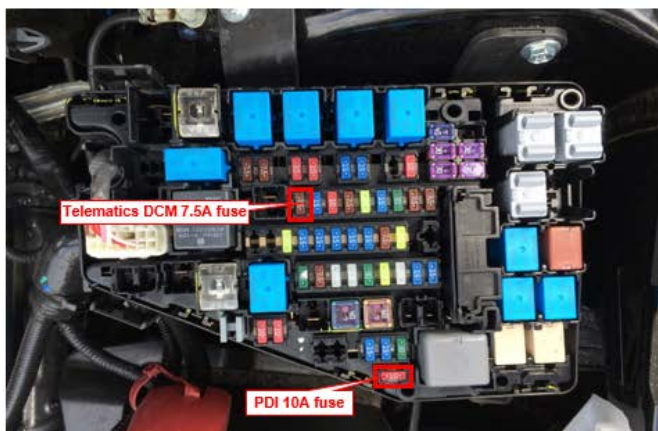
- If communication is now possible, proceed with the balance of this bulletin following the fuse box photos.
- If communications are still not possible after installing the fuse, continue to diagnose the DCM power supply loss following the diagnostics found in the applicable Service Manual.

If the fuse is present and intact or if the fuse is open (blown), continue to diagnose the source of the power loss (or short in the case of an open fuse) using the diagnostics found in the applicable Service Manual.

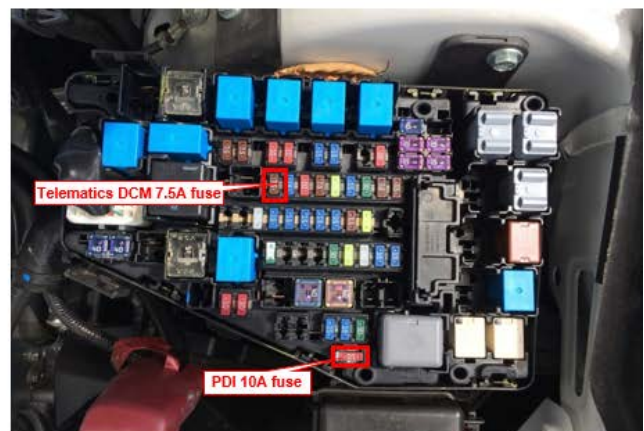
Once power supply to the DCM has been restored and / or the DCM replaced (if needed), continue with the balance of this bulletin following the fuse box photos below.

**NOTE:** 100% of STARLINK telematics -equipped vehicles are COM CHECKED as part of final vehicle processing. To accomplish COM CHECK, the DCM must be powered (the fuse is installed in the proper position). Fuses that are missing after processing are not a matter for warranty as any handling of these fuses after COM CHECK is strictly confined to retailer pre-delivery inspection / preparation for sale.

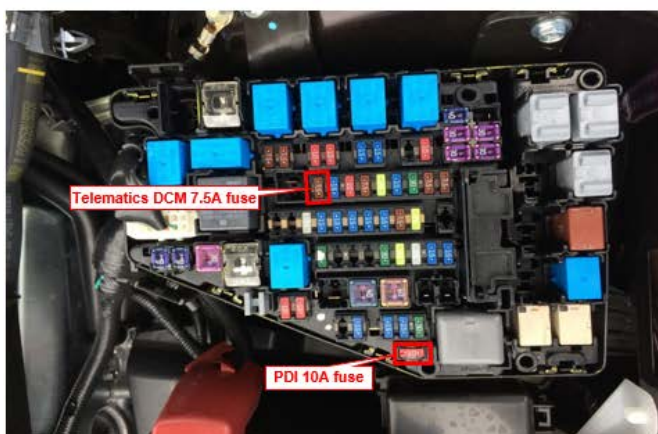
**2016MY Legacy/Outback (2.5L)**



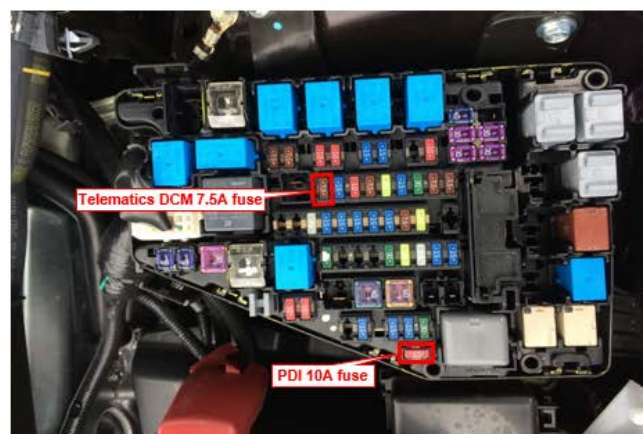
**2016MY Legacy/Outback (3.6L)**



**2017MY Legacy/Outback (2.5L)**



**2017MY Legacy/Outback (3.6L)**



*Continued...*

**2016MY Forester N/A**



**2016MY Forester XT (DIT)**



**2017MY Forester N/A**



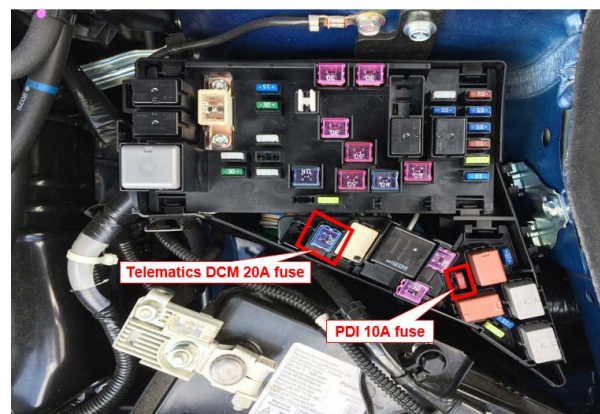
**2017MY Forester XT (DIT)**



**2016MY Impreza / Crosstrek / Crosstrek HEV**



**2017MY WRX (2.0 DIT)**



After confirming the proper fuse is installed in the correct location, perform a “COMM CHECK” by pressing and holding the i-Call (blue) “i” button on the overhead console for 2 seconds (or more). This will activate the Data Communication Module (DCM) via the cellular network. Confirm the COMM CHECK is successful by noting that both LEDs momentarily flash and then both become extinguished. At this point, pressing either the “i” or “SOS” buttons should initiate a message from the vehicle instructing the user to go to mySubaru to subscribe. If this message is not heard, the COM CHECK is not complete.

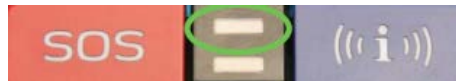
*Continued...*

Confirm by using Vehicle Inquiry on Subarunet if the vehicle currently has an Active Subscription for STARLINK Telematics.

- **If there is NO Active Subscription, confirm the original symptom is now resolved. If so, the repairs are now complete. If the original symptom is still unresolved, continue to diagnose using the applicable Service Manual.**
- **If there IS an Active Subscription, activation (“provisioning”) will normally complete automatically within a few minutes but can take up to 30 minutes in weaker cellular signal areas. Provisioning must always be confirmed as completed BEFORE releasing the vehicle. Confirm if the original symptom has now been resolved.**

If the original symptom has not been resolved, continue to diagnose using the applicable Service Manual. If the original symptom is now resolved, proceed to confirm provisioning completes successfully using the following method:

- Park the vehicle in an area of good cellular reception and check it after 30 minutes. When provisioning is complete, a green LED will illuminate in the overhead console between the blue “i” and red “SOS” buttons.



- Press the red “SOS” button and note the results. When an operator responds, inform them this is a test call before disconnecting.
- Press the blue “i” button and note the results. When an operator responds, inform them this is a test call before disconnecting.
- If the GREEN LED is illuminated and operators are reached using **BOTH** buttons, no further action is needed as the system is operational.
- With the ignition ON, if the GREEN LED is accompanied by a RED LED, the Telematics system is having a communication issue. If the RED LED is on by itself, the Telematics system is having a hardware issue. Both of these cases will require further diagnosis using the applicable Service Manual.
- If provisioning does not complete successfully within 30 minutes, refer to **TSB 15-195-16** for more information.

## **WARRANTY / CLAIM INFORMATION:**

Consult the Labor Time Guide for applicable diagnosis and related repair coding.  
Missing fuses are not a matter for warranty as detailed earlier in this bulletin.

## **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.