

- 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

APPLICABILITY: All Models with STARLINK Telematics System **NUMBER:** 15-195-16
SUBJECT: Servicing and Claim Submission Requirements for STARLINK Diagnosis and Repair Involving the Data Communication Module (DCM) **DATE:** 04/28/16

INTRODUCTION

This Service Information bulletin provides IMPORTANT information regarding diagnosis and replacement (when applicable) of the STARLINK Telematics Data Communication Module (DCM) along with a new claim submission requirement.

The key takeaway items from this bulletin are:

1. **DCMs must NEVER be swapped as part of any diagnosis.** This includes audio/ navigation stack swaps.
2. If the vehicle has an “active” STARLINK Telematics subscription, as confirmed by Subarunet inquiry, STARLINK functions **MUST** be confirmed as operational prior to returning the vehicle to the customer. Successful connection **MUST** be made using **BOTH** the “i” and “SOS” buttons.
3. Alternate transportation (ATP) coverage applies in the event of any delayed activation (provisioning). Techline contact may be required in some rare cases.
4. **Effective Immediately and continuing until April 30, 2017** as part of a special quality assurance activity, SOA is requesting the DCM Backup Battery (BUB) be replaced anytime a DCM is replaced. NOTE: A new replacement DCM does not come with a BUB installed. The BUB must be ordered separately. All DCMs are on automatic collection. There is also a related data collection requirement for anytime a DCM is replaced as outlined further on in this bulletin.
5. Claims for DCM replacement **MUST** include the NEW DCM’s Serial Number in the Misc. Detail Field of the claim submission. In addition, the IMEI number should always be documented on the Repair Order.

SERVICE PROCEDURE / INFORMATION:

- 1) **EFFECTIVE IMMEDIATELY**, all retailers must discontinue the practice of swapping STARLINK Telematics DCMs between vehicles regardless if the swap is for diagnosis only or a repair.

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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.

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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.

NOTE: This requirement also potentially affects swapping of Audio or Audio/Navigation systems between vehicles as the DCM is part of the audio unit stack (mounted on the same brackets). If an Audio or Audio/Navigation system must be swapped between vehicles for diagnosis, BOTH DCMs **MUST** be kept with their original vehicles. **AT NO TIME** is the DCM to be powered up in a vehicle other than the one it was placed in during manufacturing. This (swapping) may cause a situation where the DCM becomes lost to the STARLINK network which may result in a loss of Telematics services for that vehicle.

The following procedure only applies to vehicles that may have been part of a DCM swap prior to this announcement. Again, DCM swaps should never be attempted following this announcement.

If you are aware of any DCM(s) which may have been swapped previously for DCM diagnosis, DCM repair, or inadvertently through swap of applicable Audio or Audio/ Navigation systems, please contact the SOA Technical Helpline with the VINs and DCM Serial Numbers (found on the DCM itself) for both vehicles involved so STARLINK Network access may be restored where possible.

IMPORTANT: The following process **ONLY** applies to DCM swaps performed **PRIOR** to the release of this bulletin.

After the release date of this bulletin, retailers will be responsible to replace any affected DCM which is failed due to a swap, as verified by STARLINK (Sirius XM) at their own expense.

Please confirm the vehicle(s) has an active STARLINK Telematics subscription **BEFORE** calling the SOA Technical Helpline by:

- Performing a vehicle inquiry through Subarunet to confirm if the vehicle shows an active subscription or not. The following steps only apply if the vehicle shows an active subscription.
- If the GREEN LED is illuminated:
 - o Press the RED “SOS” button and note the results. If an operator connects, inform them this is a test before disconnecting.
 - o Press the BLUE “i” button and note the results. If an operator connects, inform them this is a test before disconnecting.
 - o If the GREEN LED is illuminated and operators are reached using BOTH buttons, no further action is needed. Otherwise, continue.
- Connect the SDS Notebook and DSTi. Using the SSM4, check and note any DTC and the corresponding FFD (Once you view these items, they will auto save the related data).
- Collect at least 10 seconds of normal sampling data from the DCM.
- Remove the DCM and note:
 - o the DCM Serial Number and
 - o the IMEI Number on the part label.
- Once the Techline has been contacted and a Case Number provided, e-mail all the above collected information and data to: tech@subaru.com entering “DCM SWAP” in the message subject line.



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- Re-install the DCM, park the vehicle in an area of good cellular reception then contact SOA Technical Helpline by phone.

2) IMPORTANT: After replacing a DCM, the new module must be com checked. Follow instructions in the applicable Service Manual for performing the com check. If the STARLINK services are actively subscribed, the DCM must be activated (a.k.a. “provisioned”) by the STARLINK network. In the vast majority of cases, this procedure will complete within a few minutes to half an hour if placed in area with good cellular signal following successful com check. In rare cases, it may take up to 25 hours. ATP rental coverage is applicable in these rare cases. If for any reason the DCM has not completed provisioning after 25 hours, immediately contact the Subaru Technical Helpline for assistance. Before calling the Subaru Technical Helpline, please send an email to: tech@subaru.com and include the following information:

- o The new DCM Serial Number
- o The new DCM IMEI Number
- o At least 10 seconds of DCM data from the new DCM after it was successfully com checked.
- o In the e-mail subject line write “Delayed Provisioning”.

CRITICAL: The car **must NOT be released** back to the customer as “repaired” until it has completed provisioning **AND** STARLINK function has been confirmed by contacting an operator using **BOTH** the “i” and “SOS” buttons.

To confirm provisioning is complete:

- After switching the ignition ON, a **GREEN** status indicator LED located between the “SOS” and “i” buttons will be on solid.



- The new **active** STARLINK Telematics subscription is verified on SubaruNet.
- The function of **BOTH** the “i” (Enhanced Roadside Assistance) and “SOS” (STARLINK Emergency) buttons have been confirmed as being fully operational indicating the unit is able to communicate with **BOTH** STARLINK support operators.

3) Effective Immediately and continuing until April 30, 2017 as part of a special quality assurance activity, SOA is requesting the DCM Backup Battery (BUB) be replaced anytime a DCM is replaced. **NOTE:** A new replacement DCM does **not** come with a BUB installed. The BUB must be ordered separately. All DCMs are on automatic collection.

4) IMPORTANT: The following data must be collected with any DCM replacement (these are all normally part of the Telematics System Basic Diagnostic Procedure).

- A completed Check List for Interview from the appropriate Service Manual
- The Current DTCs, the past/memorized DTCs in all related units (with freeze frame data), saved electronically

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- iii. The Current streaming data of DCM for at least 10 seconds, if possible, collect the data while the complaint is occurring
- iv. A description of the troubleshooting steps taken by the retailer technician and results found
- v. The DCM's Serial Number and IMEI number must be noted on the repair order prior to installation.

Claim Submission Information:

IMPORTANT: Effective Immediately, all claims for a DCM replacement MUST include the 10 digit DCM Serial Number of the installed (new) DCM. This number is found on the DCM label (see photo above) and MUST be entered in the Misc. Detail Field for claim submission. The IMEI number should be noted on the repair order, but is not required for claim submission.

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.