

To: All Retailers  
From: Product Management, Sales and Service  
Date: April 15, 2016  
Subject: SUBARU STARLINK Customer Communication – Delayed Account Activations  
(Incomplete Provisioning)

On Friday, April 15, 2016, a letter will be sent out to a select group of customers regarding their current SUBARU STARLINK subscription. The letter will inform the customer that their services may not be active.

In an effort to provide a resolution for these customers, SOA is recommending they bring their vehicle to a Retailer for inspection and repair.

Attached to this announcement, find the following:

- A copy of the customer letter
- A copy of the Service Repair Procedure (number 15-196-16) specifically for use with these vehicles
- Recommended practices related to this customer communication are as follows:
  - It is recommended that you, the Retailer, reach out to the customer to make a service appointment.
  - When the appointment is made, it is recommended that you order a DCM and Backup Battery to expedite possible repair should DCM replacement become required. NOTE: Due to fluctuating parts supply for the Backup Battery, do not delay these inspections/ repairs. The existing Backup Battery in the vehicle DCM may be removed and installed in the new DCM as an alternative.
  - Do not return the vehicle to the customer until you receive confirmation that all in-vehicle functions are confirmed successful (Process can take up to 72 hours). Normal SSLP coverage applies automatically for provisioning repair related concerns for up to 3 days without the need for any additional authorization. This may be extended up to 5 days without any additional authorization should part ordering be required during the repair process.

The full list of vins have been provided to your Subaru District Team. Please reach out to your Subaru District Representative for additional information, if they haven't already reached out to you.

This process will be handled manually, until we are able to implement an automated process to address future concerns.

We appreciate your assistance with this request.

Thank you,  
SOA Product Management

Dear Subaru Owner,

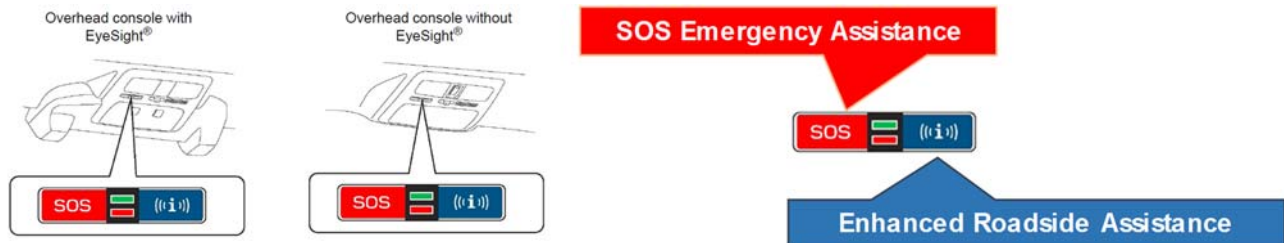
Congratulations on the purchase of your new [Model Year] [Model] [Vin #]. One of the benefits of owning your Subaru is the advantages that are offered through STARLINK Connected Services. We are contacting you because our system indicates that your STARLINK Connected Services **may not be active in your vehicle**.

We request that you follow the steps below to confirm that your services are active.

**Step 1:** Ensure that your vehicle is safely parked in an area with good cell phone reception

**Step 2:** Start your vehicle

**Step 3:** From inside of the vehicle, locate the two buttons on the overhead console, pictured below:



**Step 4:** Please test both buttons individually to ensure active services. If your services are active, you will be connected to a live STARLINK Customer Agent for both services. *Please inform each agent that you are conducting a test of your services.*

- If are able to speak with a Customer Agent for both services, no additional action is required.
- Please contact your Subaru Retailer (Dealer) as soon as possible to make an appointment if any of the following occurs:
  - No messages play when either button is pushed
  - You hear a message stating you are not currently subscribed
  - You are not able to connect to a customer agent for either/both services

We apologize for any inconvenience that you may experience.

Thank you for your assistance with this request.

Subaru of America, Inc.

- 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

## REPAIR PROCEDURE

**APPLICABILITY:** 2016 Legacy, Outback, Impreza, Crosstrek and Forester equipped with Starlink Telematics

**NUMBER:** 15-196-16

**DATE:** 04/15/16

**SUBJECT:** Data Communication Module (DCM) Procedures for Provisioning Failure, Inspection / Repair

### INTRODUCTION:

Provisioning is the process by which the DCM receives the subscription request and activates the related DCM features requested as outlined in the specific subscription contract. If provisioning is not successful then the DCM may remain in an inactive state and the requested services may not be activated for the customer. Field investigation has found that this may be a result of three possible conditions.

- The DCM may be off the network due to vehicle storage or other network factors.
- The DCM may be lacking power or ground due to some body side electrical concern.
- The DCM may have an internal failure.

The following procedures are not only designed to repair the vehicle but also to gather as much information as possible about the actual failure that each vehicle has experienced. Please follow each step and collect all data as requested.

**NOTE:** Do not release the vehicle back to the customer until provisioning has been confirmed as completed and services are active.

### IMPORTANT NOTES:

- 1) For the vehicles listed ONLY: DO NOT attempt to install the campaign WQZ-61 programming (where applicable) prior to completing this procedure.
- 2) If the inspection results in DCM replacement, all DCMs supplied as repair parts already include the WQZ-61 software update.
  - a. DO NOT attempt to program a replacement DCM. Instead, confirm and document the software version in order to close the WQZ-61 campaign (where applicable).
  - b. DO NOT remove the backup battery (BUB) from the vehicle's DCM (NOTE: Due to concerns with current parts supply. If a replacement BUB is not available, do not delay the repair. In this event swap the BUB from the old DCM to the new DCM)
  - c. Remember to install a BUB in the replacement DCM (See NOTE in point b above).

*Continued...*

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

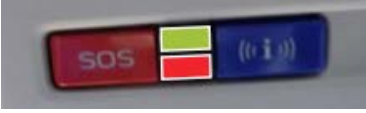
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

3) If you need to confirm a value shown in hexadecimal format, go to: <http://string-functions.com/hex-string.aspx> and carefully enter the hexadecimal string to decode it. This will only occur if the SDI is used. For this reason we recommend the use of DSTi.

**INSPECTION PROCEDURE: Please record all of your results starting at step 1.**

Step	Check	Yes	No									
1. Check LED lamps	Turn the ignition ON- (Key ON/ Engine OFF). Turn the headlamps OFF for easier visibility of the LED lamp status.	Note the lamp status here. 	Note the lamp status here. <table border="1"> <thead> <tr> <th>LAMP COLOR</th> <th>ON</th> <th>OFF</th> </tr> </thead> <tbody> <tr> <td>RED</td> <td></td> <td></td> </tr> <tr> <td>GREEN</td> <td></td> <td></td> </tr> </tbody> </table>	LAMP COLOR	ON	OFF	RED			GREEN		
	LAMP COLOR	ON	OFF									
	RED											
	GREEN											
No lamp?	Go to Step 2											
GREEN lamp only?	Go to Step 2											
Others (RED only or both on)	Go to Step 4											
2. Comm. Check Procedure	Press and hold the blue “i” button until the RED and GREEN lamps flash. In some cases, the RED and GREEN lamps may continue to flash. Once they stop, the Comm. Check is complete. If the LED lamps do not flash, it may have already been Comm. Checked. Proceed to Step 3 in either case.	Continue to step 3	Continue to step 3									
3.Provisioning Procedure	Start the engine and allow to idle for at least 60 seconds. If the vehicle is subscribed, the Provisioning is usually automatically completed.	Continue	Continue									
	Does the GREEN LED illuminate? Note: If not, try again after parking the vehicle outside for 30 minutes in an area of strong cellular reception. The car must be off during that time.	Continue	Go to Step 4									
	Press the red SOS button. Does a STARLINK operator answer? If you hear a pre-recorded message, “Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service,” Go to Step 4.	If “Yes”, inform them this is a test and end the call. Proceed below.	Go to Step 4									

*Continued...*

Step	Check	Yes	No
3.Provisioning Procedure	Press the blue "i" button. Does a Roadside Support operator answer? If you hear a pre-recorded message, "Not currently subscribed to STARLINK please visit mySubaru.com to upgrade your service," Go to Step 4.	If "Yes", inform them this is a test and end the call. Proceed below.	Go to Step 4
	If BOTH STARLINK and Roadside operators are reached, the vehicle is successfully provisioned and no further action is needed.	Confirm if WQZ61 has been completed. Is the DCM Software version DCM_05.00.17_20151001 If not, install WQZ61 programming. Confirm you can connect with each operator again. Finish	
4. Hooking up SSM	Using the SDS Notebook and DSTi, start the vehicle, allow to idle for 1 minute and attempt to communicate with the DCM. Can you communicate?	Go to Step 6	Go to Step 5
5. Check Power Supply to DCM	Inspect for possible power supply concern or poor contact / connection using the applicable Service Manual diagnostics. Start with confirmation of power supply and fuse condition. Can you communicate now?	Go to Step 6	Contact Subaru TechLine and ask for a Telematics specialist. (866)Subaru2 Option #3
6. Check DCM Data	Collect and save 10 seconds of DCM data using the SSM4.  Viewing the data, confirm the VIN in DCM data matches the vehicle VIN. If using SDI refer to important note 3 above.  Note the subscription status <ul style="list-style-type: none"> <li>• Blank</li> <li>• Comm. Check</li> <li>• Subscribed</li> <li>• Unsubscribed</li> <li>• Others list it here</li> </ul> Note the MSISDN (if populated) If using SDI refer to important note 3 above.	After collecting and viewing data, proceed to Step 7	

*Continued...*

Step	Check	Yes	No
7. Check the DCM for DTCs	Are there any DTCs?	Save all DTCs and FFD. Perform troubleshooting per applicable service manual and note step by step troubleshooting results.	Contact Subaru TechLine and ask for a Telematics specialist. (866)Subaru2 Option #3
	Do the troubleshooting results indicate to replace the DCM?	Contact Subaru TechLine and ask for a Telematics specialist. (866)Subaru2 Option #3	Contact Subaru TechLine and ask for a Telematics specialist. (866)Subaru2 Option #3

\*\*Example DCM Serial Number and IMEI Number



**Warranty / Claim Information:**

For vehicles within the Basic New Car Limited Warranty period or covered by a Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Failure Code	Labor Time
TELEMATICS CHECK SYSTEM OPERATIONAL	A067-930	ZRC-43	0.4
TELEMATICS CHECK W/ ELECTRICAL REPAIR	A067-931		1.2
TELEMATICS CHECK DCM DEFECTIVE PROVISIONED AUTOMATICALLY	A067-932		1.6
TELEMATICS CHECK DCM DEFECT & STARLINK ASSIST TO PROVISION	A067-933		1.8