

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: 2020MY Legacy and Outback

NUMBER: 15-258-19

SUBJECT: DTC U0254

DATE: 12/03/19

INTRODUCTION:

This Service Information Bulletin involves DTC U0254 “Lost Communication with Remote Control Module”. The DTC will be stored in memory when performing an all systems DTC check on vehicles equipped with the Genuine Subaru accessory Remote Engine Starter (RES) p.n. H001SAN000 or H001SAN100.

The software interface between the central gateway (CGW) ECU and RES control module is the source of the DTC. Although the DTC will be stored in memory and appear during a diagnostic check, it has NO effect on the operation of the accessory or the vehicle.

If the RES accessory is performing properly, DTC U0254 by itself can be ignored. If the DTC is cleared, it will likely reset under normal operation. A product change is currently underway to address the cause of this software related condition. In the meantime, the accessory can continue to be installed and used normally.

If U0254 is set without any other DTCs present and there is a current concern with the operation of the remote engine starter accessory, refer to the applicable Service Manual for the related diagnosis.

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.

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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