

**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:** 2019-20MY Forester  
2020MY Legacy and Outback

**NUMBER:** 07-175-20

**DATE:** 03/31/20

**SUBJECT:** DMS Settings- SSM4 Procedure for Storage and Restoration

**INTRODUCTION:**

This Service Information Bulletin outlines a procedure to prevent the loss of and the need to reset the customer’s Driver Monitoring System (DMS) settings when servicing the vehicle. The Subaru Select Monitor 4 (SSM4) is equipped with a Work Support function which can download, store and re-write the customer’s stored settings before releasing the vehicle.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

**IMPORTANT NOTES:**

- Never write the stored settings data into a vehicle other than the original vehicle the data was read from.
- Up to 5 individual customer profiles can be downloaded, stored and re-written by the SSM4 at one time. These operations may take a few minutes to complete. BE PATIENT.

Connect the SSM4 and switch the Ignition ON.

- **READING and SAVING** the customer’s DMS Control Module Settings to the SSM4:
  1. On [Start] screen, select [Diagnosis].
  2. On [Select Vehicle] screen, input the target vehicle information and select [OK].
  3. On [Main Menu] screen, select [Each System].
  4. On [Select System] screen, select [Driver Monitor], and then select [Next].
  5. On [Select Function] screen, select [Work Support].
  6. On [Work Support] screen, select [Read Control module setting information].
  7. Save and close the file as directed on the screen.

**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.

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- **RE-WRITING** the saved customer DMS settings back into the DMS control module:
  1. On [Start] screen, select [Diagnosis].
  2. On [Select Vehicle] screen, input the target vehicle information and select [OK].
  3. On [Main Menu] screen, select [Each System].
  4. On [Select System] screen, select [Driver Monitor], and then select [Next].
  5. On [Select Function] screen, select [Work Support].
  6. On [Work Support] screen, select [Write Control module setting information].
  7. Perform the operation as directed on the screen.
  8. **VERY IMPORTANT:** To complete the re-writing procedure, the Driver Monitoring System must be put into a CAN sleep status (the CAN system must “go to sleep”) one time and restarted to “reset” the re-written customer settings. Use the following procedure:
    - Put the CAN system to sleep by turning the ignition switch OFF, closing all the doors and the rear gate then WAITING until the Driver Monitoring System LED turns off. The length of time it takes for the LED to turn off can vary but should only be about a minute or so. BE PATIENT. The restored customer profiles will be back in place the next time Driver Monitoring System is activated.
    - **NOTE: The CAN cannot “go to sleep” when the access key is located near the vehicle.** Always keep the access key away (**at LEAST 16 feet**) from the vehicle while waiting for the CAN system to go to sleep.

#### **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.