

- 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:** 15-195-16R  
**SUBJECT:** Servicing and Claim Submission Requirements for STARLINK Diagnosis and Repair Involving the Data Communication Module (DCM)      **DATE:** 04/28/20  
**REVISED:** 07/14/20

### 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. Use the table below to determine Telematics system / generation applicability.

Carline	2017 MY	2018 MY	2019 MY	2020 MY
Ascent	n/a	n/a	Gen 2	Gen 2
Crosstrek	Gen 1	Gen 1	Gen 2	Gen 2
Crosstrek Hybrid	n/a	n/a	Gen 2	Gen 2
Forester	Gen 1	Gen 1	Gen 2	Gen 2
Impreza	Gen 1	Gen 1	Gen 2	Gen 2
Legacy	Gen 1	Gen 1	Gen 1	Gen 2
Outback	Gen 1	Gen 1	Gen 1	Gen 2
WRX	Gen 1	Gen 1	Gen 1	Gen 1
BRZ	n/a	n/a	n/a	n/a

### The key takeaway items from this bulletin are:

1. **DCMs must NEVER be swapped as part of any diagnosis.** DCMs continue to be inadvertently swapped during a head unit swap. The DCM is located right below the head unit and should never be included in any head unit diagnosis / swap activity.  
 Similarly, whenever any ECM swap is performed for diagnostic purposes THE DCM MUST BE DISCONNECTED FIRST to prevent VIN overwrite during the ECM testing.
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.
  - a. Successful connection **MUST** be made using **BOTH** the “i” and “SOS” buttons.
  - b. Remote services (e.g. Remote Engine Start) if subscribed to, must be tested by performing a remote service request using the MySubaru Mobile App or the Customer Web Portal.

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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.

3. Techline contact may be required in some cases. Conditions may occur which cannot be resolved in the field solely by parts replacement and must coincide with additional vendor activity.
4. **NOTE:** A new replacement DCM does not come with a BUB installed. If the BUB requires replacement due to failure (B2A07) or the repair date is 5 years past the date stamp, (see image for decoding the BUB date stamp) the BUB must be ordered separately. There is also a related data collection requirement for anytime a DCM is replaced as outlined later in this bulletin.



5. All claims for DCM replacement **MUST** include the Serial Number of the NEW DCM in the Miscellaneous Detail Field of the claim entry.

#### **SERVICE PROCEDURE / INFORMATION:**

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

**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.

**IMPORTANT NOTE:** If the Technician is instructed by his FSE or Techline to swap the ECM during the course of a diagnosis, it is a precondition of the ECM swap that the DCM in both vehicles be physically disconnected from the vehicle before and during the entire time the donor ECM is in the other vehicle. Not disconnecting the DCM prior to an ECM swap will result in the same situation (DCM becomes lost to the STARLINK network) as the ECM is the Master control unit in the vehicle. Restoration of Telematics services may require DCM replacement.

**VERY IMPORTANT:** Any Technician or other retailer personnel who, despite service documentation and training to the contrary, performs a DCM swap on a subscribed vehicle should **NEVER** release that vehicle back to the customer until after confirming the proper operation of the Telematics system. If the issue is first discovered only after the vehicle has been released to the customer, then the retailer **MUST** contact the customer immediately to inform the customer the ACN/AACN feature may not be functioning properly, and that the vehicle must be returned for inspection as soon as possible.

Charges related to repairs as a result of DCM swaps are NOT eligible for warranty coverages and are the retailer's responsibility.

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**2) IMPORTANT: After replacing a DCM, the new module must be ComChecked.** Follow instructions in the applicable Service Manual for performing the ComChecked. 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 4 hours. If for any reason the DCM has not completed provisioning after 25 hours, immediately contact Techline for assistance. Before calling Techline, please send an email to: tech@subaru.com. In the e-mail subject line, enter: Delayed Provisioning, the last 8 of the VIN and the Techline case number (if previously supplied). The body of the message must include:

- a. The new DCM Serial Number
- b. The new DCM IMEI Number
- c. At least 10 seconds of Telematics data (all PIDS) from the new DCM after it was successfully ComChecked.

**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:

- a. Perform an **SOS** and “**i**” button push making contact with operator on each and confirming vehicle VIN and location.
- b. Remote service requests need to be made through the MySubaru Mobile APP or, the My-Subaru customer Web Portal with help of the customer (or after a retailer service team member has been granted access to the customer account).

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 who can verify both the VIN and location of the vehicle.
- The operation of remote services equivalent to the customer’s subscription plan has been confirmed through use of the MySubaru Mobile App or the Customer Web Portal.

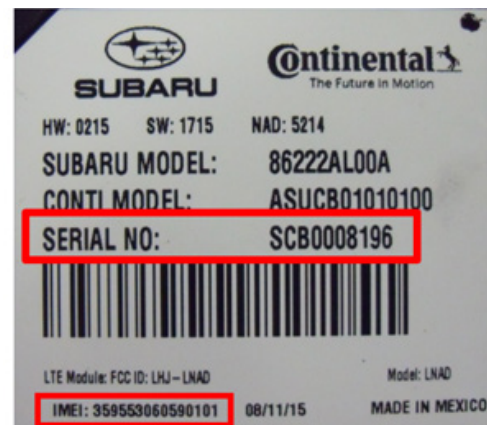
**3)** Effective Immediately and continuing for all Telematics equipped vehicles, as part of a special quality assurance activity, SOA is requesting the DCM Backup Battery (BUB) be replaced anytime a DCM is replaced. **NOTE:** A new replacement DCM does **not** come with a BUB installed. The BUB must be ordered separately.

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

- i. A completed Check List for Interview from the appropriate Service Manual
- ii. The Current DTC(s), the past/memorized DTCs in all related units (with freeze frame data), saved electronically
- iii. Current streaming data of the 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 the results found
- v. The DCM's Serial Number and IMEI number must be noted on the Repair Order prior to installation.

**5) Effective Immediately,** all claims for DCM replacement **MUST** include the 10-digit DCM Serial Number of the installed (new) DCM. This number is found on the DCM label shown here and **MUST** be entered in the Miscellaneous Detail field of the claim entry.



#### **IMPORTANT NOTES:**

- The only effective way to confirm repair of a Telematics concern is to verify operation of remote services through execution by using the MySubaru Mobile App or MySubaru customer web portal. **Using the SOS button or i-Button successfully should in no way be considered a full or functional test of remote services.** There are many conditions which can occur and still allow the SOS and/or “i” button to function and reach a Starlink operator although, some or all of the remote services may not function. Remote service operational status can only be confirmed by execution of a remote service request through either the MySubaru APP or the customer web portal.
- Always reference the most up-to-date TSBs, TechTIPS and STIS information whenever diagnosing, replacing components, performing CommCheck, or any other operational checks of the Telematics system. If necessary, FSEs and the Techline are available for additional support.

#### **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.