

**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:** 15-258-19R

**SUBJECT:** DTC U0254

**DATE:** 12/09/19

**REVISED:** 08/25/20

### 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. **The accessory can continue to be installed and operated normally.**

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 change has been implemented during production of the applicable RES control modules incorporating revised U0254 logic. Part numbers for these new control modules are supplied below.**

- **H001SAN011** - Replacement ECU for Push Start models
- **H001SAN111** – Replacement ECU for Key Start models

If DTC U0254 sets without any other DTCs present and there is a current concern with the Long-Range Remote Engine Start accessory operation, refer to the applicable Service Manual for related diagnostics.

### 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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