

**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:** 15-246-19R

**SUBJECT:** New Immobilizer Registration Procedures

**DATE:** 08/15/19

**REVISED:** 12/15/20

**INTRODUCTION:**

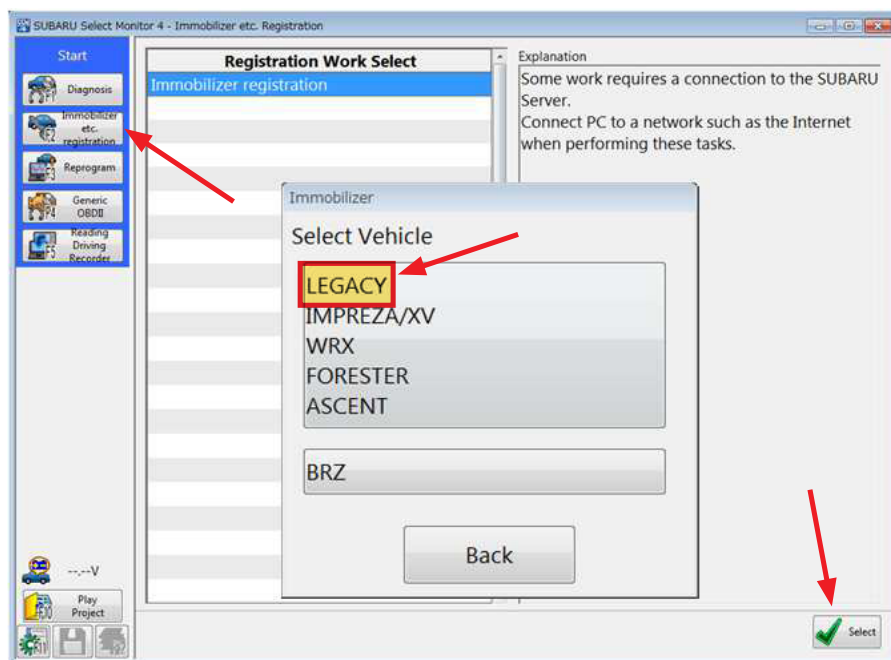
This Service Information Bulletin outlines a new required procedure to follow when performing immobilizer-related repairs on the all-new 2020 Legacy and Outback. To further enhance vehicle security, this new procedure requires connection to a secure SBR server for authentication and to access immobilizer information. An 8-digit “Authentication Key” supplied by SBR will be a required input when working with SSM4. Unlike the previous system where Teaching Codes have been unchanged, the new Authentication Key will change approximately every 6 months. This bulletin will be updated with the latest Authentication Key as it becomes available. The new vehicles utilize an Immobilizer Type “G” or “H” system depending on model:

- **G:** Vehicles with a turn key ignition switch
- **H:** Keyless Access with Push-Button Start.

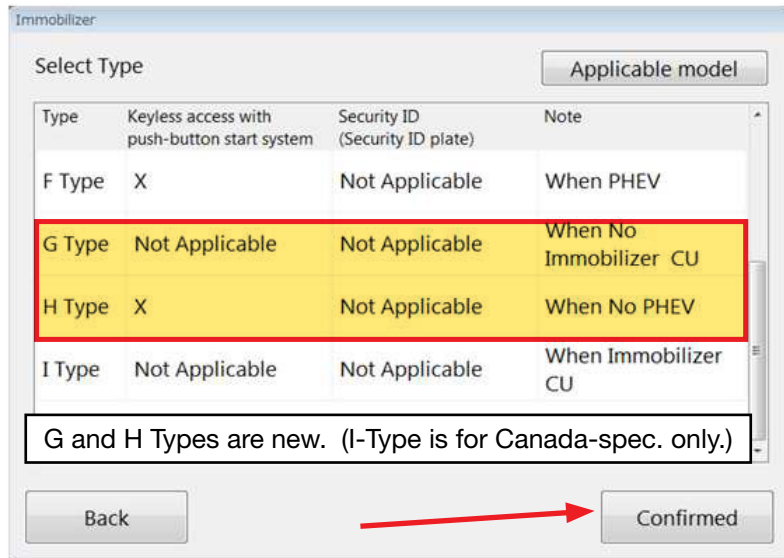
**SERVICE PROCEDURE / INFORMATION:**

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

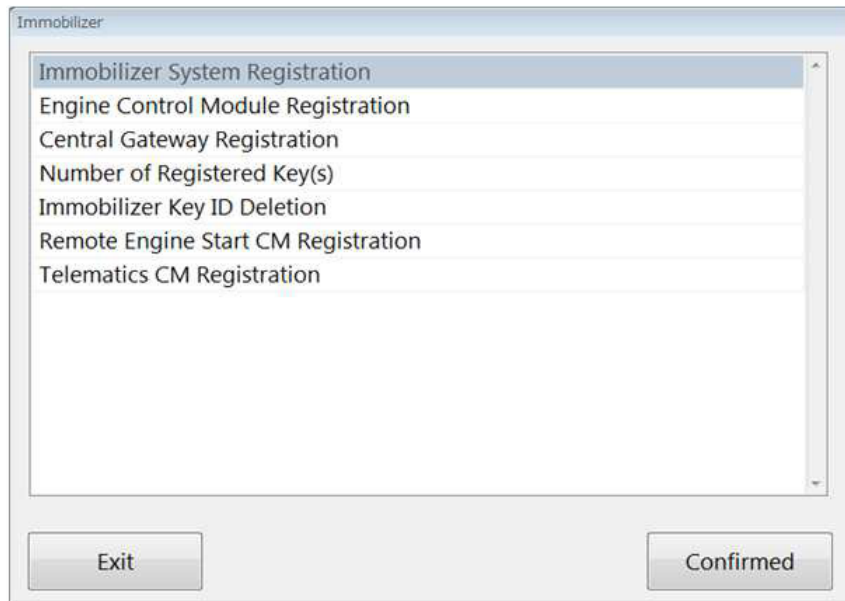
- After connecting the SSM4 to the vehicle and starting the application, from the Main Menu, select Immobilizer etc. registration, select the Vehicle then Immobilizer Type and Confirmed.



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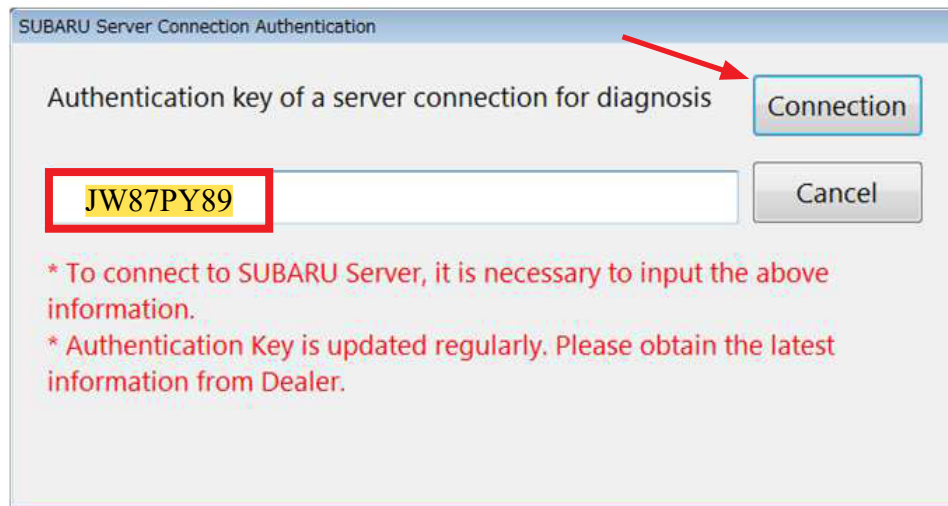
- When the vehicle utilizes either a **G** or **H** -Type system, an Authentication Key is required to perform any of the immobilizer-related functions listed in the menu shown below.



- Currently, for all other models, the immobilizer registration process is unchanged.
- For 2020MY Legacy and Outback with a **G** or **H** -Type system, the Server Connection screen shown below will be displayed. Input the current Authentication Key and select “Connection”. Currently the Authentication key is **OE4HE8YY**.

**IMPORTANT NOTE:** As of **December 31, 2020**, the Authentication Key will be revised to **JW87PY89**.

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- Detailed instructions for performing all immobilizer-related functions can now be found on STIS under the Other/Miscellaneous Publication Type: “20MY Registration Manual for Immobilizer” or by searching Document Code: S1108BE.

#### 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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