ATTENTION:							
ATTENTION:		IMPORTANT - All					
GENERAL MANAGER		Service Personnel					
PARTS MANAGER		Should Read and Initial in the boxes					
CLAIMS PERSONNEL		provided, right.					
SERVICE MANAGER		© 2020 Subaru of	America. Inc	. All riaht	s reserv	red.	



QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY:	2020-21MY Legacy and Outback	NUMBER:	07-187-20
	2019-21MY Forester	DATE:	12/31/20
SUBJECT:	Driver Monitoring System (DMS) Diagnostic Inform	ation	

## **INTRODUCTION:**

This Service Information Bulletin provides a remedy procedure to use when a communication error message appears during Subaru Select Monitor (SSM) diagnosis of the DMS.

## **SERVICE PROCEDURE / INFORMATION:**

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

While performing DMS diagnosis using the SSM, specifically after selecting: Each System > Driver Monitor > Data Monitor, a communication error "Error occurred" message appears if "DMS Gesture ON/OFF Status" is included in the Active Test / Data Monitor menu. Should the error occur, delete "DMS Gesture ON/OFF Status" from the menu and retry. The screen shots below provide supporting details.

Normal SSM Data Monitor Signal Selection screen:

	onitor 4 - Data monitor settings - Driver Monitor(DMN),Analog(OSC)				_ 8 ×
Start Diagnosis	Select signal Trigger settings Analog setting				
Vehicle EQ3	Keyword			Continuous Autosave	
Target Each System	DMN V All Data		No. of item s	selected = 32	AZ 🔊
	·	Add All	DMN	DMS Gesture ON/OFF Status	<b>_</b>
System Driver Monitor			DMN	Trip Count	
		Add	DMN	Count	
Select Function			DMN	Time Count	
DTC			DMN	ECU Voltage	
PFI DIC			DMN	ECU Temperature	
Cancel Code			DMN	Camera Temperature	
			DMN	DMS Current Mode	
WF3 Data Monitor			DMN	DMS Recognizing ID	
Active Test			DMN	DMS Recognition Status	
F4 Active Test			DMN	DMS Recognition ON/OFF Status	
Work Support		C Del	DMN	DMS Decision Sensitivity Setting	
			DMN	DMS Distraction Detection Status	
Customize		All	DMN	DMS Drowsiness Detection Status	-
	Item Info				
	Item Into				
0.88V					
0.88V					
■ INFO	Back Save Export				Read settings

#### 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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### Continued...

"Error occurred" message appears:

SUBARU Select Mo	nitor 4	- Data moni	itor - Driver Monitor(DMN	N),Analog(OSC)							_	6>
Start Diagnosis	•		<b>        </b>									?
				Iter	n		Value	Unit	Maximum	Minimum	Average	F
Vehicle EQ3		DMN	DMS Gesture ON	/OFF Status			-		-	-	-	
		DMN	Trip Count				-	Time	-	-	-	
Target Each System		DMN	Count				-		-	-	-	
		DMN	Time Count	Error					-	-	-	
System Driver Monitor		DMN	ECU Voltage	Error	(Adaptation)	38-502-08753			-	-	-	
		DMN	ECU Temperatur	Error occurred	1				-	-	-	
Select Function		DMN	Camera Temper	Endrocediree					-	-	-	
TT DTC		DMN	DMS Current Me						-	-	-	
		DMN	DMS Recognizir						-	-	-	
Cancel Code		DMN	DMS Recognitio						1-1		-	
7: Data Monitor		DMN	DMS Recognitio						-	-	-	
R Cata Montor		DMN	DMS Decision Se						-	-	-	
Active Test		DMN	DMS Distraction						-	-	-	
¥		DMN	DMS Drowsines:						-	-	5	
Work Support		DMN	DMS Sleepiness						-	-	-	
Customize		DMN	DMS Face Direct			ок			-	-	-	
		DMN	Shift status, reve		<b>.</b>				-	-	-	
		DMN	Vehicle Speed				-	km/h	-	-	-	
		DMN	Steering angle				-	٥	-	-	-	-
288.0 🧱	Num	ber of sam	ples 0	Recordable 1	TME(0%)					Elapsed	time 00:00:00.	000
Service		N	≪									
		Sp Gra	lit Combo graph	Monitor Setting					Trigger	Mark	E8 s	top

# **<u>REMEDY:</u>** Delete "DMS Gesture Status ON / OFF Status" from the Signal Selection list.

	onitor 4 - Data monitor settings - Driver Monitor(DMN),Analog(OSC)	X
Start Diagnosis	Select signal Trigger settings Analog setting	
Vehicle EQ3	Keyword Deleted from List	ntinuous T tosave
Target Each System	DMN All Data	<u>AZ</u>
Each System	DMS Gesture ON/OFF Status	<u> </u>
System Driver Monitor	DMN Count	
Driver Monitor	Add DMN Time Count	
Select Function	DMN ECU Voltage	
	DMN ECU Temperature	
FI DTC	DMN Camera Temperature	
Cancel Code	DMN DMS Current Mode	
	DMN DMS Recognizing ID	
WF3 Data Monitor	DMN DMS Recognition State	JS
Active Test	DMN DMS Recognition ON/	OFF Status
F4 Active Test	DMN DMS Decision Sensitiv	ity Setting
Work Support	DMN DMS Distraction Detection	tion Status
	DMN DMS Drowsiness Deter	ction Status
Customize	V Contraction of the second se	tion Status
	Item Info	
0.88V		
Service		
Service INFO	Back Save Export	Read settings

**<u>RESULT</u>**: The "Error occurred" message does not appear and data for selected signals is displayed normally.

osis	AXZ E						
		Item	Value	Unit	Maximum	Minimum	Average
	DMN	Trip Count	1	Time	1	1	1
	DMN	Count	Common		-	-	12
stem	DMN	Time Count	282000	ms	282000	279600	280800
	DMN	ECU Voltage	12	V	12	12	12
onitor	DMN	ECU Temperature	37	°C	37	37	37
	DMN	Camera Temperature	34	°C	34	34	34
ction	DMN	DMS Current Mode	ON		-	-	-
·c	DMN	DMS Recognizing ID	Default			1-1	14
	DMN	DMS Recognition Status	Defined			-	-
Code	DMN	DMS Recognition ON/OFF Status	Recognitio		-	-	12
Aonitor	DMN	DMS Decision Sensitivity Setting	Default		-	-	-
	DMN	DMS Distraction Detection Status	Not detect			-	
e Test	DMN	DMS Drowsiness Detection Status	Not detect		-	-	-
	DMN	DMS Sleepiness Detection Status	No drowsi			-	-
upport	DMN	DMS Face Direction Detection Status	Right		-	-	-
omize	DMN	Shift status, reverse (AT/CVT)	Invalid		-	-	-
	DMN	Vehicle Speed	0	km/h	0	0	0
	DMN	Steering angle	0	٥	0	0	0
	DMN	Driver Side Door Status	Door open		-	-	-
88V N	Number of sa	nples 13 Recordable TIME(0%)				Elapsec	d time 00:00:0
ervice	M						
INFO	1	Split Graph Graph Setting			R Trigger	Sto Mark	ps data mo

## **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.