

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: All Models with Gen1 and Gen2 Telematics **NUMBER:** 15-278-21
DATE: 02/25/21
SUBJECT: Telematics DTC B2A01- Diagnostic Best Practices

INTRODUCTION:

This Service Information Bulletin provides additional details and helpful hints to follow when diagnosing a Telematics system DTC B2A01.

SERVICE PROCEDURE / INFORMATION:

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

DTC B2A01 in the Telematics system indicates a fault has been detected in the primary antenna path. The trouble tree takes a straightforward approach to testing by taking DVOM measurements to verify the antenna path’s integrity. When the DTC is current, the trouble tree outlines steps to test for an open antenna path and / or a path possibly shorted to power or ground. This testing takes place at the antenna connector for the DCM (AN13 in the figure below) and the antenna cable connection closest to the Sharkfin (AN14 in the figure below). Should testing indicate measurements outside the expected values, the trouble tree instructs to “replace antenna cable.”

Should the Technician get to the point in the trouble tree where DVOM measurements indicate a faulted antenna cable and replacement is necessary, extra steps should be taken to isolate each of the antenna path sections further to ensure the correct cable section is ordered. **Figure 01** below illustrates there are 3 sections of cable making up the antenna path. The trouble tree for the model in the example has all testing from the connections at the DCM and the Sharkfin. It is also worth noting, one of the antenna sections is described as a Feeder Cord Assembly with no mention of the antenna.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p>	<p>Subaru of America, Inc. is ISO 14001 Compliant</p>
<p>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.</p>	<p>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.</p>

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Part	Description	Part Number
86321D	ANTENNA ASSEMBLY D	[multiple]
86326	CORD ASSEMBLY-ANTENNA FEEDER B	[multiple]
86325B	CORD ASSEMBLY-ANTENNA FEEDER	[multiple]
86325A	FEEDER CORD ASSEMBLY	[multiple]

Figure 01

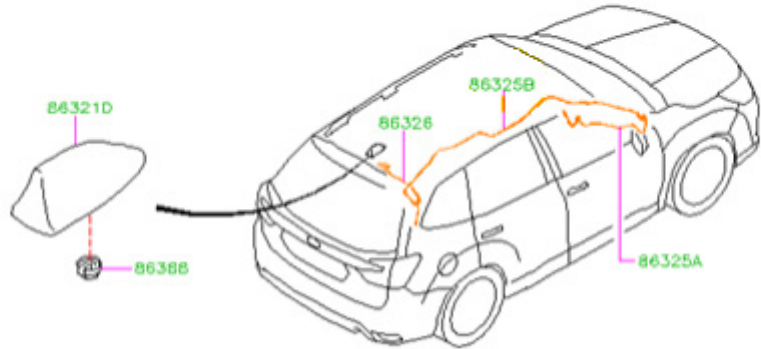
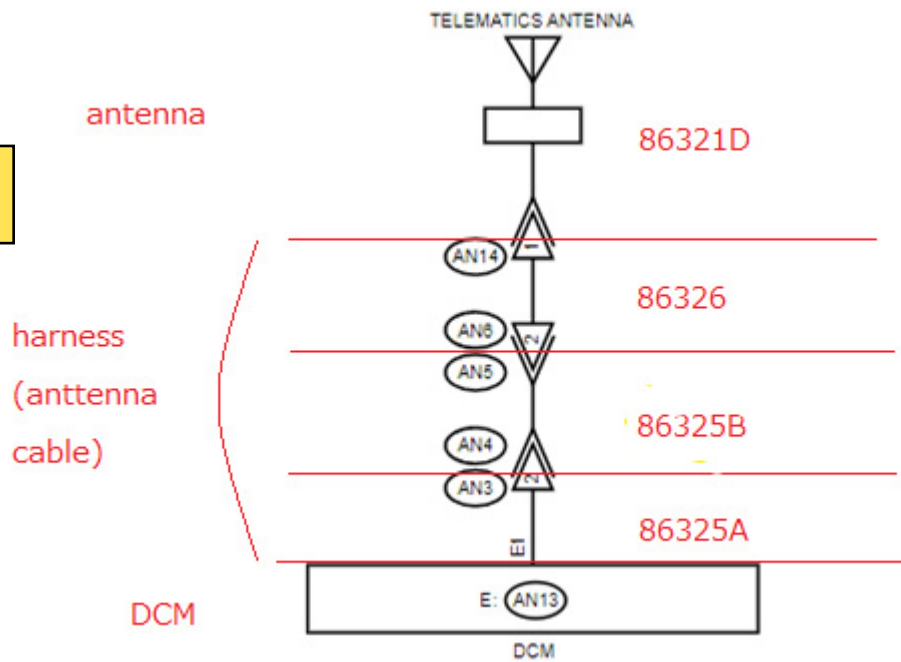


Figure 02 below illustrates the Forester cable section connection points so the Technician can easily see further isolation is possible even though it is not detailed in the trouble tree. Isolation (or “split-half technique”) testing using the same method as the trouble tree must take place at each additional connection point to isolate the faulted section.

Figure 02 (FORESTER)



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In order to ensure the best repair outcome possible and avoid replacement of unnecessary parts, use the table below to isolate the additional testing points on other models when diagnosing B2A01.

Model	DCM connector	Isolation point 1	Isolation Point 2	Isolation Point 3	Sharkfin connector
Ascent Crosstrek Impreza	AN52	AN4	AN6	NA	AN12
Forester	AN13	AN4	AN6	NA	AN14
Legacy Outback	AN46	AN21	AN3	NA	AN63
WRX	AN41	AN21	AN23	AN9	AN24

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.

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