SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: All 2019-21MY Vehicles Equipped with Gen2 Telematics	**NUMBER:** 15-282-21R **DATE:** 03/29/21 **REVISED:** 04/21/21
SUBJECT: STARLINK Remote Engine Start (RES) Diagnostic Information	

INTRODUCTION:

This Service Information Bulletin provides additional procedures and a detailed flow chart to use when diagnosing customer concerns regarding operation of the STARLINK RES feature.

RES is the STARLINK Telematics system's most used remote service with requests averaging as many as two million requests per month. With the amount of use this feature is utilized by Subaru customers, it is also the number one reason they return to the retailer with Telematics concerns.

This document will aid Technicians in the diagnosis and repair of RES concerns. Due to the complexity of the system, Technicians may need to broaden their view to other systems in the vehicle to ensure a properly functioning RES feature. The information supplements diagnostic information found on STIS and TechTIPs. Techline and when necessary, Field Service Engineers (FSEs) are available to assist with RES functionality and / or clarification of testing procedures.

SERVICE PROCEDURE / INFORMATION:

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

Using RES and RES with Automatic Climate Control on Gasoline Engine (non-Hybrid) Vehicles:

NOTES:

- When using RES on a vehicle with automatic climate control (a.k.a. Auto A/C), depending on environmental conditions or air conditioner performance, the interior temperature of the vehicle may not reach the desired setting.

- For remote management of the seat heaters, the vehicle must be equipped with a 3-Mode (low-med-high) seat heater switch.

- RES will only operate for a total runtime of 20 minutes before the vehicle will shut off and need a push button start from within the vehicle. (Example: 5 Minutes + 5 Minutes + 10 Minutes = 20 minutes total run time).

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- Any interruption of a RES runtime using Remote Engine Stop will start a 5-minute timer requiring 5 minutes to elapse OR, a manual push button start to occur before another remote RES request can be made.

- RES will always change the vehicle's climate setting when equipped with Auto A/C.

Additional RES Climate Control Information:

- The default setting for HVAC control post-RES will always be AUTO. The Auto setting cannot be changed from the MySubaru App or the Customer Web Portal.

- The only purpose of the "Manual" button on the MySubaru App or Customer Web Portal is to provide the user more choices for climate customization during RES operation. It does not turn off the FULL AUTO or AUTO lamps on the HVAC control panel or put HVAC control into a manual mode.

- Even if the HVAC controls are in manual mode upon exiting the vehicle (FULL AUTO and AUTO are not illuminated), using RES with or without climate control modification will return the HVAC controls to the AUTO mode.

- In AUTO mode, the AC request signal is controlled automatically by the HVAC control system's operating parameters.

- Any modification to climate settings using the MySubaru App or Customer Web Portal will become the current HVAC control settings upon the next entry into the vehicle.

Best Practices:

1. Make every effort to verify the RES concern with the customer at vehicle write-up. Observe the vehicle behavior in question and document it with pictures or videos if necessary to ensure complete understanding.

   a) Most repeat repairs result from failing to fully understand the customer's concern or a failure to verify the condition has been successfully addressed post-repair.

   b) For any RES concern, at write-up, always make sure the customer's cell phone number is confirmed and listed as the primary contact number. Some Repair Order generation programs use the phone number provided at the time of the vehicle sale which in some cases, is a home or business phone and not the required cell number for contacting the customer.

2. Always confirm the person who will be answering the primary contact number has the MySubaru App loaded on their phone and is entirely familiar with the vehicle's concern.

   a) There are circumstances where someone other than the owner may answer the phone. Explain the need to verify the repair at write-up in case arrangements are required to be made ensuring contact with an authorized user of the vehicle's Telematics system.

3. For customers with limited or unpredictable availability, obtain permission to have someone at the retailer added as an authorized user to their MySubaru account at write-up. The new Authorized User will now be able to support the repair efforts.

    a) For example: Doctors, Lawyers, and other professionals may not always be able to accept personal calls during the workday. In these cases, the retailer could request having a trusted member of their staff added as an authorized user to the customer's MySubaru account to enable testing and diagnosis without interrupting the customer.

4. Perform a direct test of the customer's concern to confirm the condition as reported. For example, if the customer reported a RES problem, always confirm the concern while attempting the remote service request.

    a) DCM replacements often occur as a result of failed remote services request concerns. Unfortunately, the only post-replacement repair verification performed in many cases is an i-Button push. A successful i-Button push DOES NOT guarantee the new DCM's ability to perform remote service requests. Pushing the i-Button and connecting with an Operator ONLY confirms the new DCM can access the voice network. Successful completion of the remote service being addressed by the DCM replacement MUST be performed to confirm the repair.

5. As previously stated, the most popular Telematics feature is RES. Always confirm the feature operates appropriately, especially after a DCM replacement. Not testing the operation of this service to confirm proper operation may compromise a successful repair. RES looks at many different vehicle system inputs to complete its function: door locks, door latches, hood latch, PRG, and the CVT inhibiter switch, to name a few. DCM replacement also requires registration with the immobilizer system. The only way to confirm a successful immobilizer registration is to perform a successful remote service request of the RES feature. **CRITICAL:** Always test and confirm proper RES operation before releasing the vehicle back to the customer.

6. The final verification of proper remote services function is confirmation of the i-Button operation. Press the blue i-button and simultaneously observe the Telematics LEDs. Confirm the **GREEN** LED is illuminated.

7. **IMPORTANT REMINDER:** Voice service (an Operator answering after pressing the i-button) is NOT an indicator of the Telematics system's ability to perform remote service requests. The purpose of the i-Button push test is to reach an Operator and confirm VIN and vehicle location information. Pushing the i-Button and canceling the call once the ring back tone is heard does NOT validate a fully functioning Telematics system.

Additional Information:

Also contained in this document is a table of Error Messages which may be experienced while using the MySubaru App or Customer Web Portal. The purpose of this table is to offer what can be done to move past the error. In some cases, due to an interruption in network connectivity or application support infrastructure, there is no way to move past those errors until full operational service has been restored. Other failures due to customer password or account issues instruct the Technician to contact one of the support centers most prepared to handle the customer concern. Due to corporate security policies, some circumstances require a certain amount of time to pass before an account can be unlocked or working through multiple verification steps may be an option. Although these processes can sometimes be confusing and frustrating, they intend to provide the highest level of security for the customer.

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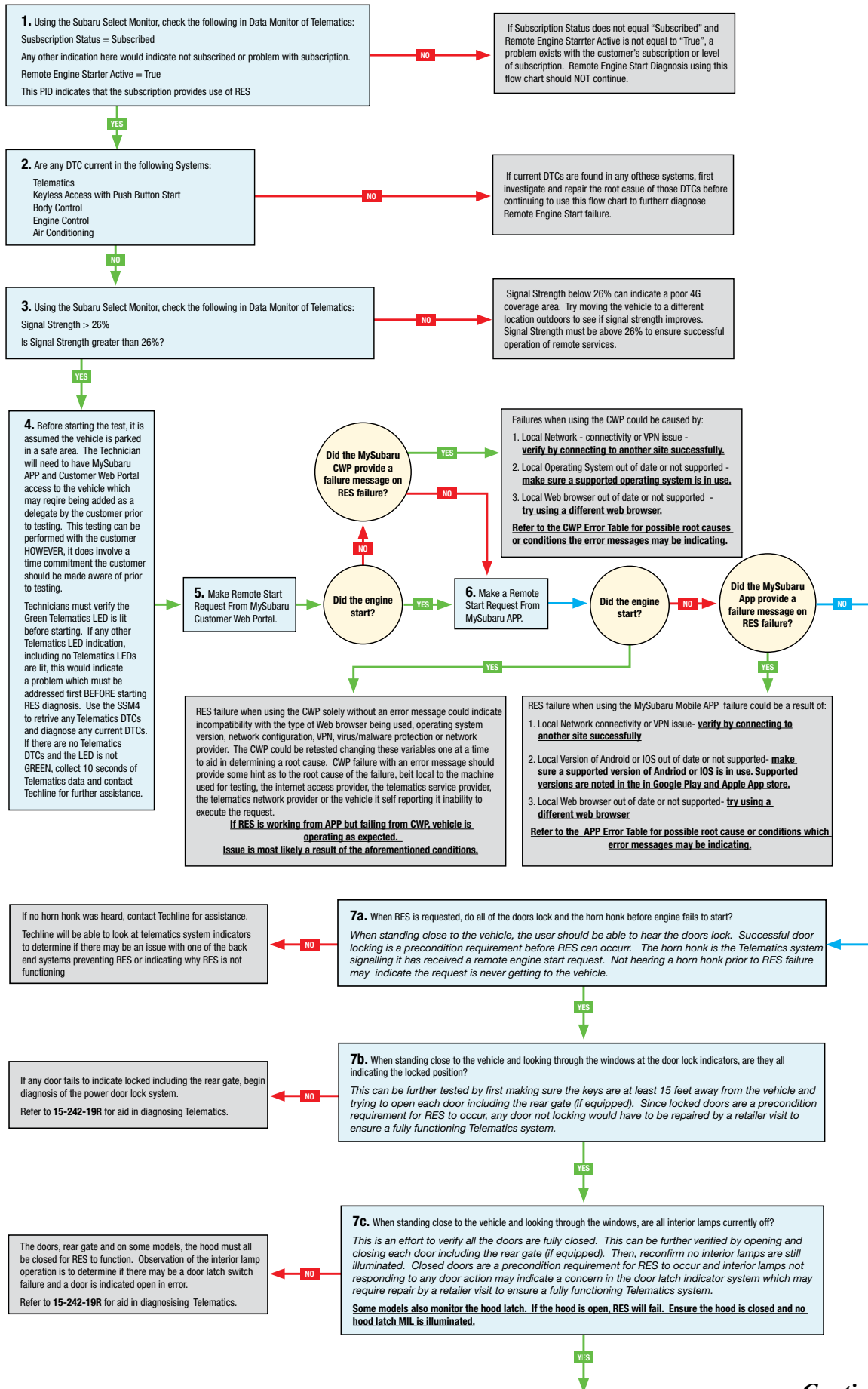**IMPORTANT REMINDERS:**

- 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.

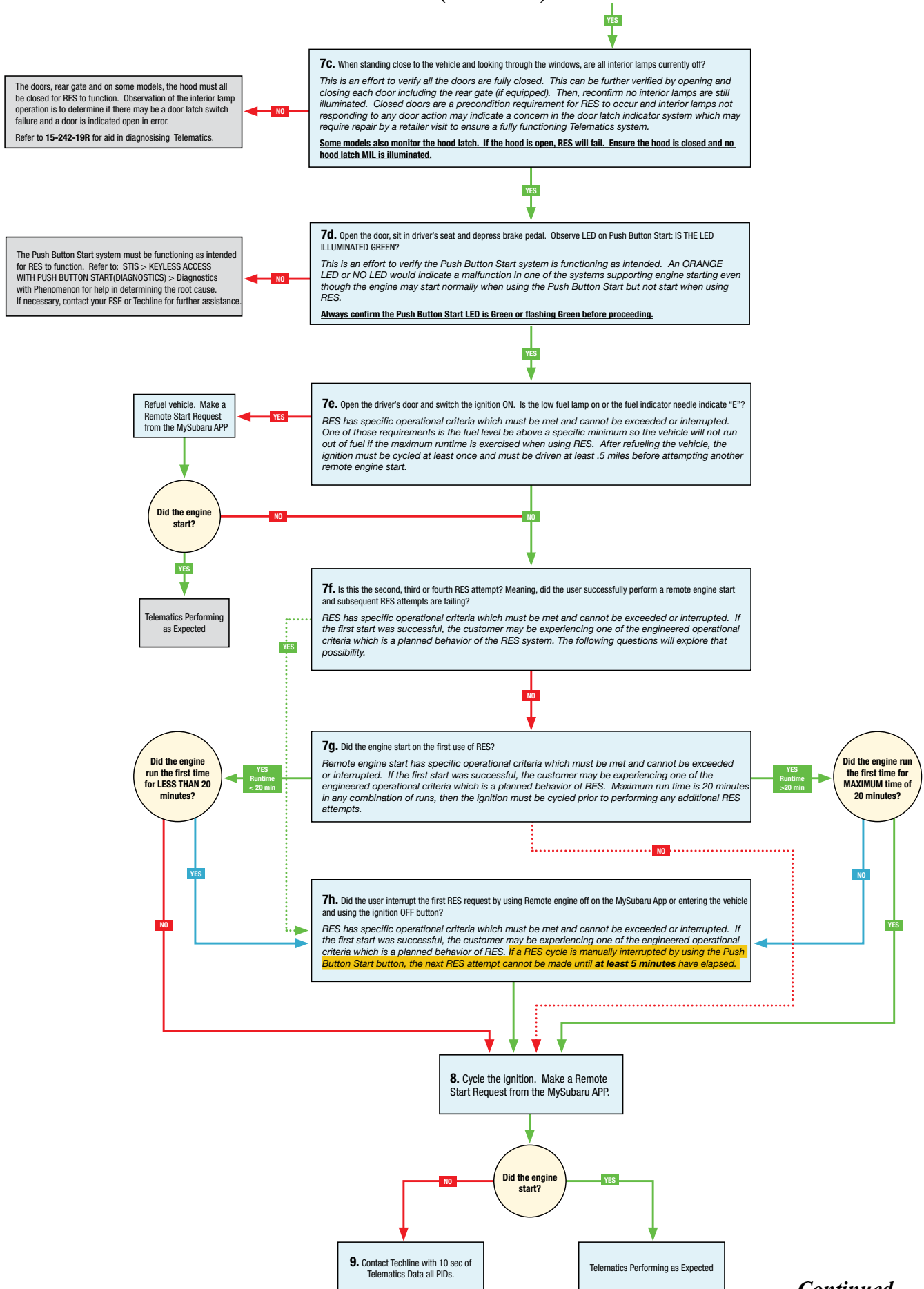- Always refer to STIS for the latest service information before performing any repairs.

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Flow Chart

1. Using the Subaru Select Monitor, check the following in Data Monitor of Telematics:

Susbscription Status = Subscribed

Any other indication here would indicate not subscribed or problem with subscription.

Remote Engine Starter Active = True

This PID indicates that the subscription provides use of RES

NO → If Subscription Status does not equal "Subscribed" and Remote Engine Starrter Active is not equal to "True", a problem exists with the customer's subscription or level of subscription. Remote Engine Start Diagnosis using this flow chart should NOT continue.

YES

2. Are any DTC current in the following Systems:

Telematics
Keyless Access with Push Button Start
Body Control
Engine Control
Air Conditioning

NO → If current DTCs are found in any ofthese systems, first investigate and repair the root casue of those DTCs before continuing to use this flow chart to furtherr diagnose Remote Engine Start failure.

NO

3. Using the Subaru Select Monitor, check the following in Data Monitor of Telematics:

Signal Strength > 26%

Is Signal Strength greater than 26%?

NO → Signal Strength below 26% can indicate a poor 4G coverage area. Try moving the vehicle to a different location outdoors to see if signal strength improves. Signal Strength must be above 26% to ensure successful operation of remote services.

YES

4. Before starting the test, it is assumed the vehicle is parked in a safe area. The Technician will need to have MySubaru APP and Customer Web Portal access to the vehicle which may reqire being added as a delegate by the customer prior to testing. This testing can be performed with the customer HOWEVER, it does involve a time commitment the customer should be made aware of prior to testing.

Technicians must verify the Green Telematics LED is lit before starting. If any other Telematics LED indication, including no Telematics LEDs are lit, this would indicate a problem which must be addressed first BEFORE starting RES diagnosis. Use the SSM4 to retrive any Telematics DTCs and diagnose any current DTCs. If there are no Telematics DTCs and the LED is not GREEN, collect 10 seconds of Telematics data and contact Techline for further assistance.

Did the MySubaru CWP provide a failure message on RES failure?

YES → Failures when using the CWP could be caused by:

1. Local Network - connectivity or VPN issue - **verify by connecting to another site successfully.**

2. Local Operating System out of date or not supported - **make sure a supported operating system is in use.**

3. Local Web browser out of date or not supported - **try using a different web browser.**

Refer to the CWP Error Table for possible root causes or conditions the error messages may be indicating.

NO

5. Make Remote Start Request From MySubaru Customer Web Portal.

Did the engine start?

YES → **6.** Make a Remote Start Request From MySubaru APP.

Did the engine start?

NO → **Did the MySubaru App provide a failure message on RES failure?**

YES ↓ (to 7a)

YES ↓

RES failure when using the CWP solely without an error message could indicate incompatibility with the type of Web browser being used, operating system version, network configuration, VPN, virus/malware protection or network provider. The CWP could be retested changing these variables one at a time to aid in determining a root cause. CWP failure with an error message should provide some hint as to the root cause of the failure, beit local to the machine used for testing, the internet access provider, the telematics service provider, the telematics network provider or the vehicle it self reporting it inability to execute the request.

If RES is working from APP but failing from CWP, vehicle is operating as expected. Issue is most likely a result of the aforementioned conditions.

RES failure when using the MySubaru Mobile APP failure could be a result of:

1. Local Network connectivity or VPN issue- **verify by connecting to another site successfully**

2. Local Version of Android or IOS out of date or not supported- **make sure a supported version of Andriod or IOS is in use. Supported versions are noted in the in Google Play and Apple App store.**

3. Local Web browser out of date or not supported- **try using a different web browser**

Refer to the APP Error Table for possible root cause or conditions which error messages may be indicating.

YES ↓

7a. When RES is requested, do all of the doors lock and the horn honk before engine fails to start?

When standing close to the vehicle, the user should be able to hear the doors lock. Successful door locking is a precondition requirement before RES can occur. The horn honk is the Telematics system signalling it has received a remote engine start request. Not hearing a horn honk prior to RES failure may indicate the request is never getting to the vehicle.

NO → If no horn honk was heard, contact Techline for assistance.

Techline will be able to look at telematics system indicators to determine if there may be an issue with one of the back end systems preventing RES or indicating why RES is not functioning

YES

7b. When standing close to the vehicle and looking through the windows at the door lock indicators, are they all indicating the locked position?

This can be further tested by first making sure the keys are at least 15 feet away from the vehicle and trying to open each door including the rear gate (if equipped). Since locked doors are a precondition requirement for RES to occur, any door not locking would have to be repaired by a retailer visit to ensure a fully functioning Telematics system.

NO → If any door fails to indicate locked including the rear gate, begin diagnosis of the power door lock system.

Refer to **15-242-19R** for aid in diagnosing Telematics.

YES

7c. When standing close to the vehicle and looking through the windows, are all interior lamps currently off?

This is an effort to verify all the doors are fully closed. This can be further verified by opening and closing each door including the rear gate (if equipped). Then, reconfirm no interior lamps are still illuminated. Closed doors are a precondition requirement for RES to occur and interior lamps not responding to any door action may indicate a concern in the door latch indicator system which may require repair by a retailer visit to ensure a fully functioning Telematics system.

Some models also monitor the hood latch. If the hood is open, RES will fail. Ensure the hood is closed and no hood latch MIL is illuminated.

NO → The doors, rear gate and on some models, the hood must all be closed for RES to function. Observation of the interior lamp operation is to determine if there may be a door latch switch failure and a door is indicated open in error.

Refer to **15-242-19R** for aid in diagnosising Telematics.

YES

Continued...

Flow Chart (continued)

YES →

7c. When standing close to the vehicle and looking through the windows, are all interior lamps currently off?

This is an effort to verify all the doors are fully closed. This can be further verified by opening and closing each door including the rear gate (if equipped). Then, reconfirm no interior lamps are still illuminated. Closed doors are a precondition requirement for RES to occur and interior lamps not responding to any door action may indicate a concern in the door latch indicator system which may require repair by a retailer visit to ensure a fully functioning Telematics system.

Some models also monitor the hood latch. If the hood is open, RES will fail. Ensure the hood is closed and no hood latch MIL is illuminated.

← **NO** — The doors, rear gate and on some models, the hood must all be closed for RES to function. Observation of the interior lamp operation is to determine if there may be a door latch switch failure and a door is indicated open in error.

Refer to **15-242-19R** for aid in diagnosing Telematics.

YES ↓

7d. Open the door, sit in driver's seat and depress brake pedal. Observe LED on Push Button Start: IS THE LED ILLUMINATED GREEN?

This is an effort to verify the Push Button Start system is functioning as intended. An ORANGE LED or NO LED would indicate a malfunction in one of the systems supporting engine starting even though the engine may start normally when using the Push Button Start but not start when using RES.

Always confirm the Push Button Start LED is Green or flashing Green before proceeding.

← **NO** — The Push Button Start system must be functioning as intended for RES to function. Refer to: STIS > KEYLESS ACCESS WITH PUSH BUTTON START(DIAGNOSTICS) > Diagnostics with Phenomenon for help in determining the root cause. If necessary, contact your FSE or Techline for further assistance.

YES ↓

7e. Open the driver's door and switch the ignition ON. Is the low fuel lamp on or the fuel indicator needle indicate "E"?

RES has specific operational criteria which must be met and cannot be exceeded or interrupted. One of those requirements is the fuel level be above a specific minimum so the vehicle will not run out of fuel if the maximum runtime is exercised when using RES. After refueling the vehicle, the ignition must be cycled at least once and must be driven at least .5 miles before attempting another remote engine start.

← **YES** — Refuel vehicle. Make a Remote Start Request from the MySubaru APP

↓ (Did the engine start?)

Did the engine start? — **NO** →

YES ↓ → Telematics Performing as Expected

7f. Is this the second, third or fourth RES attempt? Meaning, did the user successfully perform a remote engine start and subsequent RES attempts are failing?

RES has specific operational criteria which must be met and cannot be exceeded or interrupted. If the first start was successful, the customer may be experiencing one of the engineered operational criteria which is a planned behavior of the RES system. The following questions will explore that possibility.

YES (dotted) ↓

NO ↓

7g. Did the engine start on the first use of RES?

Remote engine start has specific operational criteria which must be met and cannot be exceeded or interrupted. If the first start was successful, the customer may be experiencing one of the engineered operational criteria which is a planned behavior of RES. Maximum run time is 20 minutes in any combination of runs, then the ignition must be cycled prior to performing any additional RES attempts.

← **YES Runtime < 20 min** — **Did the engine run the first time for LESS THAN 20 minutes?**

YES Runtime >20 min → **Did the engine run the first time for MAXIMUM time of 20 minutes?**

NO (dotted) ↓

7h. Did the user interrupt the first RES request by using Remote engine off on the MySubaru App or entering the vehicle and using the ignition OFF button?

*RES has specific operational criteria which must be met and cannot be exceeded or interrupted. If the first start was successful, the customer may be experiencing one of the engineered operational criteria which is a planned behavior of RES. If a RES cycle is manually interrupted by using the Push Button Start button, the next RES attempt cannot be made until **at least 5 minutes** have elapsed.*

(Did the engine run the first time for LESS THAN 20 minutes?) **YES** → (to 7h) / **NO** ↓

(Did the engine run the first time for MAXIMUM time of 20 minutes?) **NO** → (to 7h) / **YES** ↓

8. Cycle the ignition. Make a Remote Start Request from the MySubaru APP.

↓

Did the engine start?

← **NO** — **9.** Contact Techline with 10 sec of Telematics Data all PIDs.

YES → Telematics Performing as Expected

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		Approved Error Messages	
Screen / page	**Condition Occurs:**	**Current Message in Mobile App**	**Current Message in CWP**
apiNextServiceError	when unable to retrieve Next service information when service is down.	We are experiencing issues and cannot retrieve your current maintenance interval. Please try again later or contact your Subaru retailer's Service Department. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.	We are experiencing issues and cannot retrieve your current maintenance interval. Please try again later or contact your Subaru retailer's Service Department. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.
Authorized user	when connection fails while saving an authorized user.	We are unable to create your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUC-3245.	We are unable to create your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUC-3245.
Authorized user	when connection fails while updating an authorized user.	We are unable to update your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUU-3245.	We are unable to update your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUU-3245.
Authorized user	when connection fails while deleting an authorized user.	We are unable to delete your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUD-3245.	We are unable to delete your Authorized User at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code AUD-3245.
Authorized user	when trying to add authorized user with existing email address.	An authorized user with this email address already exists.	An authorized user with this email address already exists.
Authorized user	when trying to add already authorized user again.	This user could not be added because this email is already authorized. Please check your current list of authorized users.	This user could not be added because this email is already authorized. Please check your current list of authorized users.
Authorized user	when we use the same email id as primary user.	You've already entered this email address for your Primary User. Please enter a different email for each Authorized User.	You've already entered this email address for your Primary User. Please enter a different email for each Authorized User.
Authorized user	when connection fails while saving an authorized user.	We had a problem setting up your authorized user. Please try again.	We had a problem setting up your authorized user. Please try again.
Authorized user	while deleting the authorized user.	Failed to delete the authorized user.	Error while deleting authorized user.
Authorized user	while adding/updating the authorized user	Something went wrong and we could not save your authorized user. Please try again.	Something went wrong and we could not save your authorized user. Please try again.
Auto loop/ X-Time	when receiving error code from Autoloop / X-Time service.	We are currently experiencing some issues and cannot update your mileage at this time. Please contact customer service at (800) 782-2783 to resolve this issue.	The MySubaru CWP does not experience this error type and no customer messaging is necessary.

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Approved Error Messages			
Screen / page	**Condition Occurs:**	**Current Message in Mobile App**	**Current Message in CWP**
Auto loop/ X-Time	when receiving error code from Autoloop / X-Time service.	We are unable to update your maintenance interval at this time. Please try again later. Contact your Subaru Retailer if this problem continues.	The MySubaru CWP does not experience this error type and no customer messaging is necessary.
Autoloop / X-time	when preferred retailer is an Autoloop / Xtime dealer and mileage can not be retrieved.	Services are currently unavailable and your mileage could not be retrieved. The issue should be resolved shortly.	Services are currently unavailable and your mileage could not be retrieved. The issue should be resolved shortly.
Autoloop / X-time	when preferred retailer is not CareConnect retailer.	MySubaru is currently unable to connect with your Subaru Retailer. Please contact [Retailer Name] at [Retailer Phone] for your current maintenance interval and maintenance schedule. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.	MySubaru is currently unable to connect with your Subaru Retailer. Please contact [Retailer Name] at [Retailer Phone] for your current maintenance interval and maintenance schedule. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.
Autoloop / X-time	when unable to retrieve maintenance intervals.	Services are currently unavailable and your maintenance type could not be updated. The issue should be resolved shortly.	Services are currently unavailable and your maintenance type could not be updated. The issue should be resolved shortly.
Autoloop / X-time	when Autoloop / X-time services are down.	We are currently experiencing some issues and cannot update your maintenance type at this time. Please contact customer service at (800) 782-2783 to resolve this issue.	We are currently experiencing some issues and cannot update your maintenance type at this time. Please contact customer service at (800) 782-2783 to resolve this issue.
Credit Card	when payment fails with Credit Card.	There was a problem processing the credit card payment. Please verify the billing address and credit card information is correct and try again. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.	There was a problem processing the credit card payment. Please verify the billing address and credit card information is correct and try again. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.
Credit Card	when Cancel subscription fails and when we will have to show the refund amount.	We are unable to cancel your subscription at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code CSUB-3245.	We are unable to cancel your subscription at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code CSUB-3245.
Credit Card	when CVV of credit card fails.	There was a problem confirming the CVV code for the credit card entered. Please verify the CVV is correct and try again. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.	There was a problem confirming the CVV code for the credit card entered. Please verify the CVV is correct and try again. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.

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	Approved Error Messages		
Screen / page	Condition Occurs:	Current Message in Mobile App	Current Message in CWP
Credit Card	because of as a result of credit card entry.	We are attempting to refund to the credit card we have on file. If that card is no longer valid, a check for the refunded amount will be mailed to the billing address associated with the credit card used at the time of purchase. If you do not receive your check within 2-4 weeks please contact STARLINK Customer Care at (855) 753-2495.	We are attempting to refund to the credit card we have on file. If that card is no longer valid, a check for the refunded amount will be mailed to the billing address associated with the credit card used at the time of purchase. If you do not receive your check within 2-4 weeks please contact STARLINK Customer Care at (855) 753-2495.
Credit Card	when ZIP code entered in billing address is invalid.	There was a problem confirming the zip code provided. Please verify the billing zip code entered matches the zip code for the credit card. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.	There was a problem confirming the zip code provided. Please verify the billing zip code entered matches the zip code for the credit card. If you continue to experience this issue, please contact STARLINK& Customer Care at (855) 753-2495.
Credit Card	when address provided in billing information is not validated with contact information address.	There was an issue validating the address that was provided for your MySubaru account. Please verify the physical home address created for your MySubaru account by going to the Profile menu > My Profile > Contact Information. Please update with the correct address and proceed with enrollment. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.	There was an issue validating the address that was provided for your MySubaru account. Please verify the physical home address created for your MySubaru account by going to the Menu > My Profile > Contact Information. Please update with the correct address and proceed with enrollment. If you continue to experience this issue, please contact STARLINK Customer Care at (855) 753-2495.
Credit Card	when we cancel Safety only subscription.	Your STARLINK subscription has been canceled. All STARLINK functionality will stop within the next 24 hours, and you will receive a confirmation email to the email address we have on record.	Your STARLINK subscription has been canceled. All STARLINK functionality will stop within the next 24 hours, and you will receive a confirmation email to the email address we have on record.
Credit Card	when we cancel Remote subscription.	Your STARLINK subscription for Security Plus has been canceled. All STARLINK functionality will stop within the next 24 hours, and you will receive a confirmation email to the email address we have on record.	Your STARLINK subscription for Security Plus has been canceled. All STARLINK functionality will stop within the next 24 hours, and you will receive a confirmation email to the email address we have on record.
Credit Card	when we cancel Concierge only subscription.	Your STARLINK subscription for Concierge has been canceled. You will receive a confirmation email to the email address we have on record.	Your STARLINK subscription for Concierge has been canceled. You will receive a confirmation email to the email address we have on record.
Credit Card	when we cancel Remote and Concierge subscription.	Your STARLINK subscription for Security Plus and Concierge has been canceled. All STARLINK functionality will stop within the next 24 hours and you will receive a confirmation email to the email address we have on record.	Your STARLINK subscription for Security Plus and Concierge has been canceled. All STARLINK functionality will stop within the next 24 hours and you will receive a confirmation email to the email address we have on record.

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Approved Error Messages			
Screen / page	Condition Occurs:	Current Message in Mobile App	Current Message in CWP
Emergency Contact	when there is no internet connection after login and trying to add emergency contacts.	We are unable to create the Emergency Contact you requested. Please try again later or contact STARLINK Customer Care at (855) 753-2495 and reference error code EME-3245.	We are unable to create the Emergency Contact you requested. Please try again later or contact STARLINK Customer Care at (855) 753-2495 and reference error code EME-3245.
Emergency Contact	when connection fails while retrieving the emergency contacts.	The MySubaru App does not experience this error type and no customer messaging necessary.	We are unable to retrieve your Emergency Contacts at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code EMC-3245.
Emergency Contact	when an already registered phone number is used again for creating emergency contact.	This phone number already exists for another emergency contact.	This phone number already exists for another Emergency Contact.
Emergency Contact	when updating the Emergency Contact information.	Problem while updating the Emergency Contact. Please check if the Emergency Contact number already exist.	This Phone number is already added as Emergency Contact.
Emergency Contact	While adding the Emergency Contact information.	Problem while adding the Emergency Contact. Please try again later.	NA only validation is this phone number is already added as Emergency Contact.
Generic error message	"1. when user logs out from application and waits for some time on login page, then tries to login. NOTE: this occurs randomly not every time. This is a ""catch all"" case. 2. when user is logged into application and then disconnects from the internet. This will cause multiple errors saying something went wrong."	MySubaru is currently experiencing a problem. Please try again later.	MySubaru is currently experiencing a problem. Please try again later.
Home / Remote Services	when Provisioning fails.	There is a problem with STARLINK Connected Services in your [MODEL]. Please contact STARLINK Customer Care at (855) 753-495 and reference error code PROV-A.	There is a problem with STARLINK Connected Services in your [MODEL]. Please contact STARLINK Customer Care at (855) 753-495 and reference error code PROV-A.
Home / Remote Services	when vehicle is stolen and reported as stolen.	Your vehicle has been reported as stolen. Your remote services have been disabled for your safety. To re-enable remote services please contact STARLINK customer support at (855) 753-2495.	Your vehicle has been reported as stolen. Your remote services have been disabled for your safety. To re-enable remote services please contact STARLINK customer support at (855) 753-2495.

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Approved Error Messages			
Screen / page	Condition Occurs:	Current Message in Mobile App	Current Message in CWP
Login	when attempted max 2 step authentication fails.	You have reached the maximum number of verification code attempts and your account has been locked. To unlock your account, please contact Customer Support at (800) 782-2783.	You have reached the maximum number of verification code attempts and your account has been locked. To unlock your account, please contact Customer Support at (800) 782-2783.
Login	when account has no active vehicles.	Invalid verification code.	No vehicles on account. Unable to login.
On Login in Application	when Account is locked and trying to login into application.	You have reached the maximum number of verification code attempts and your account has been locked. To unlock your account, please contact Customer Support at (800) 782-2783.	You have reached the maximum number of verification code attempts and your account has been locked. To unlock your account, please contact Customer Support at (800) 782-2783.
On Login in Application	when VIN is not set up properly at WirelessCar system.	The MySubaru App does not experience this error type and no customer messaging necessary.	Your MySubaru account requires our attention. Please contact STARLINK Customer Care at (855) 753-2495 and reference error code WC-3245.
PIN	when biometrics fails due to unavailability of Telematics services at that moment.	setup has failed. Please make sure has been correctly set up in your device settings and try again.	The MySubaru CWP does not experience this error type and no customer messaging necessary.
PIN	when user cancels the biometrics authentication.	Please enter your STARLINK PIN.	The MySubaru CWP does not experience this error type and no customer messaging necessary.
PIN	when changing the PIN.	We are unable to update your STARLINK PIN. Please try again later.	We are unable to update your STARLINK PIN. Please try again later.
PIN	when an invalid PIN is entered.	The credentials supplied are invalid. After 3 invalid pin attempts, your pin will be locked for 60 min.	Incorrect PIN Entered. Please try again later.
Profile	when incorrect 6 digit verification code is entered to update mobile phone number.	The provided verification code is either incorrect or expired.	The provided verification code is either incorrect or expired.
Profile	when authentication fails for verification code.	Error validating verification code.	Error validating verification code.
Profile	when trying to send verification code to the device.	Unable to send verification code.	Unable to send verification code.
Profile	when verifying, forgot password.	Invalid verification code.	The provided verification code is either incorrect or expired.
Remote Services	when user tries to change/update the current settings when climate control is under execution.	No customer messaging.	Please stop your vehicle's climate control to adjust your setting.
"Roadside Assitance"	when RSA service is down.	The MySubaru App does not experience this error type and no customer messaging necessary.	We are unable to cancel your Roadside Assistance request at this time. Please call Roadside Assistance directly at (800) 261-2155.

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Approved Error Messages

Screen / page	Condition Occurs:	Current Message in Mobile App	Current Message in CWP
Service History	when Repair order service down.	We are currently unable to access your service history. Please try again later or contact your Subaru retailer's Service Department directly.	We are currently unable to access your service history. Please try again later or contact your Subaru retailer's Service Department directly.
Subscription	when subscription is cancelled & re-subscribed many times with same VIN, this error message occurs and opens the Remote Services or Subscription & Services page in CWP.	We're having trouble retrieving your subscription. Please try again later. If you continue having trouble, contact STARLINK Customer Care at (855) 753-2495 and reference error code SUB-10.	The MySubaru CWP does not experience this error type and no customer messaging necessary.
Subscription	when card detail validation fails causing Aria message.	Your payment information could not be updated at this time. Please make sure you have entered your information correctly and try again.	Your payment information could not be updated at this time. Please make sure you have entered your information correctly and try again.
Subscription	when default error from area when payment fails using credit card.	There was a problem submitting your payment information. Please make sure you have entered your information correctly and try again.	There was a problem submitting your payment information. Please make sure you have entered your information correctly and try again.
Subscription	when subscription fails.	STARLINK Subscription cannot be completed at this time. Please contact STARLINK Customer Care at (855) 753-2495 for further assistance.	STARLINK Subscription cannot be completed at this time. Please contact STARLINK Customer Care at (855) 753-2495 for further assistance.
Subscription	when current plan cancellation is initiated within 48 hours.	The MySubaru App does not experience this error type and no customer messaging necessary.	Please note, we are unable to cancel individual plans paid with a credit card within the first 48 hours of enrollment. Please call STARLINK Customer Care at (855) 753-2495 if you need assistance.
Subscription	when trying to get AT&T WiFi state and SXM radio state on subscriptions page.	There was an error while retrieving your current subscription status. Please check back again later.	There was an error while retrieving your current subscription status. Please check back again later.
Subscription & Services	when AT&T and/or SXM radio service is down.	We're having trouble retrieving your subscription. Please try again later. If you continue having trouble, contact STARLINK Customer Care at (855) 753-2495 and reference error code SUB-10.	We're having trouble retrieving your subscription. Please try again later. If you continue having trouble, contact STARLINK Customer Care at (855) 753-2495 and reference error code SUB-10.
Unexpected Error		Let's try that again. An unexpected error occurred. If the problem continues, please contact STARLINK Customer Care at 1 (855) 753-2495 for further assistance.	Let's try that again. An unexpected error occurred. If the problem continues, please contact STARLINK Customer Care at (855) 753-2495 for further assistance.
Vehicle Info	when entered VIN is already registered in MySubaru in Add VIN screen.	This VIN has already been registered to an account. Double-check the VIN to make sure it's correct. If the VIN matches and you are the owner of this vehicle, please contact Subaru Customer Service or call (800) 782-2783.	This VIN has already been registered to an account. Double-check the VIN to make sure it's correct. If the VIN matches and you are the owner of this vehicle, please contact Subaru Customer Service or call (800) 782-2783.

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	Approved Error Messages		
Screen / page	**Condition Occurs:**	**Current Message in Mobile App**	**Current Message in CWP**
Warrant Page / Vehicle Info	when Warranty service is down.	"We are having trouble retrieving warranty information, please check again later or try again. Error retrieving warranty information."	Error retrieving warranty information.
Warrant Page / Vehicle Info	when connection fails while retrieving Vehicle info page.	The MySubaru App does not experience this error type and no customer messaging necessary.	We are currently unable to access your vehicle information. Please try again later.
Unexpected Error	when there is no internet connection after login and trying to open the communication preferences page.	We are unable to process your request. Please contact Subaru Customer Service for support at (800) 782-2783.	We are unable to display your preferences at this time. Please try again later.
Unexpected Error	when unable to save preferences.	Uh-oh, something went wrong. There was a problem saving your preferences. Please try again later. If the problem continues, please contact STARLINK Customer Care at (855) 753-2495 for further assistance.	Uh-oh, something went wrong. There was a problem saving your preferences. Please try again later. If the problem continues, please contact STARLINK Customer Care at (855) 753-2495 for further assistance.
Unexpected Error	when enrolment fails.	We are unable to process your enrollment at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code ESUB-3245.	We are unable to process your enrollment at this time. Please try again later. If you continue to encounter this error please contact STARLINK Customer Care at (855) 753-2495 and reference error code ESUB-3245.
Unexpected Error	when biometrics fails due to unavailability of Telematics services at that moment.	The system is currently unavailable. Please try to set up again later.	No customer messaging.
Unexpected Error		No customer messaging.	An unexpected error occurred, please try again. If problem continues, please contact STARLINK Customer Care at (855) 753-2495 for further assistance.
Unexpected Error	while saving the mileage information.	Uh-oh, something went wrong. There was a problem saving your mileage. Please try again later.	No customer messaging.
Unexpected Error	when Owner Verification service is down while adding vin/vehicle.	Owner verification is not available at this time. Please try again later.	Owner verification is not available at this time. Please try again later.
Unexpected Error	when trying to retrieve Authorized User, Emergency Contact User information.	"Failed to add/update the authorized user. Problem while updating the Emergency Contact. Please check if the Emergency Contact number already exists."	Error retrieving contact information.
Unexpected Error	when retrieving maintenance schedules and service reminders.	We're currently experiencing server issues and cannot retrieve your current maintenance interval at this time. Please try again later or contact your Subaru retailer. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.	We're currently experiencing server issues and cannot retrieve your current maintenance interval at this time. Please try again later or contact your Subaru retailer. You will also find maintenance intervals in your vehicle's Warranty / Maintenance booklet.

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Screen / page	Condition Occurs:	Current Message in Mobile App	Current Message in CWP
		Approved Error Messages	
Unexpected Error	when saving the updated profile information.	Failed to update profile info. Pease try again later.	There was an error updating your profile.
Unexpected Error	when the app breaks, this is a general error message.	Uh-oh, something went wrong. There was an error trying to fulfill your request. Please try the request again.	Uh-oh, something went wrong. There was an error trying to fulfill your request. Please try the request again.
Unexpected Error	while answering the password question and updating the profile.	Unknown error. Please contact Subaru Support for help.	Unable to update Account.
Unexpected Error	when cancelling the scheduled appointment.	There was an error while attempting to cancel your service appointment. Please try again later. If you continue to receive this error, contact your Preferred Subaru retailer to confirm the cancellation.	No customer messaging.
Unexpected Error	"when session expires while executing the remote services: Curfews, Boundary alert and all remote services."	Unable to complete your request at this time.	No customer messaging.
Unexpected Error	when login fails like password error, zip code error, vin verify error, especially, when connection fails, a generic message is generated.	We are experiencing technical difficulties. Please try again soon.	There was a problem contacting the server. Please try again later.
Unexpected Error	when e-mail communication, mail communication and interest activity fails.	We are currently having trouble retrieving your preferences. Please try back again later. If you continue to run into problems, please give us a call at (800) 782-2783.	No customer messaging.
Unexpected Error	when failing to authenticate account with username and password because of invalid maker.	This user could not be added because this email address was already authorized to an account in a different country.	This user could not be added because this email address was already authorized to an account in a different country.