

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: 2020-22MY Legacy & Outback
 2017-22MY Impreza
 2018-22MY Crosstrek
 2022MY WRX
 2019-22MY Forester
 2019-22MY Ascent

NUMBER: 15-287-21
DATE: 10/08/21

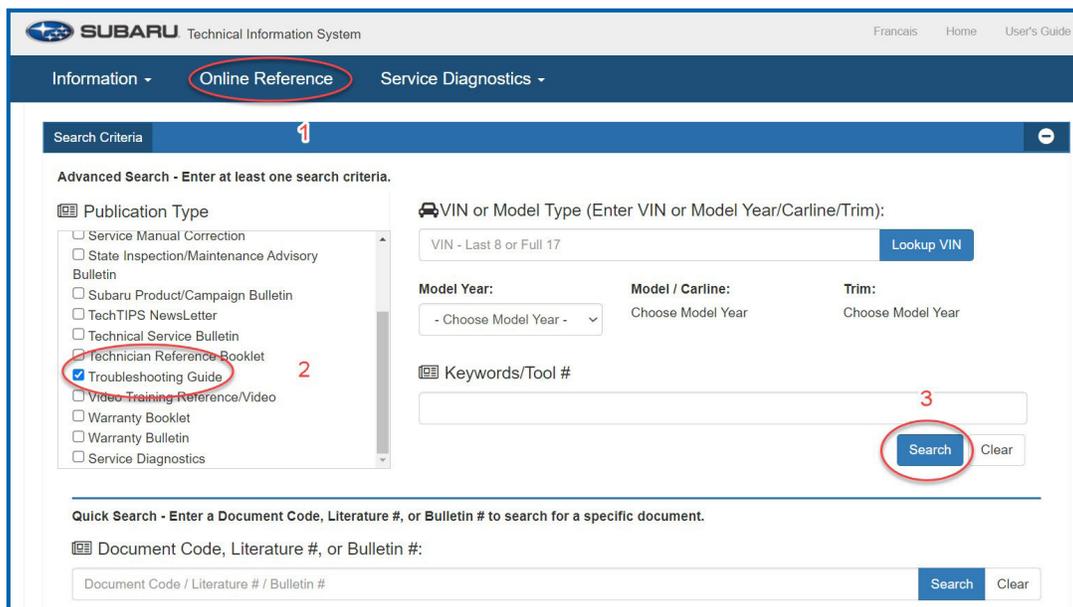
SUBJECT: Accessory Remote Engine Start Diagnostic Information

INTRODUCTION:

This Service Information Bulletin announces the availability of diagnostic information regarding accessory remote engine start systems. This information is to be used with the remote engine start troubleshooting guides posted on STIS. The chart of troubleshooting videos included in this bulletin contains a breakdown of RES operation characteristics along with links to associated demonstration videos.

SERVICE / INFORMATION:

Diagnostic information can be found in the following RES Troubleshooting Guide list on STIS.



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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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.

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NOTES:

1. Additional information for Outback & Legacy can be found in TSB 15-258-19R.
2. DTC #U0254 can be set when a STARLINK remote start is requested on vehicles equipped with an accessory remote start system.

RES Troubleshooting Guides			
Year	Model	Ignition Type	Document Code #
17-22	Impreza	Key Start	TSG 900MHz KS
18-22	Crosstrek		
19-22	Ascent		
19-22	Forester		
20-22	Legacy/Outback		
19-22	Impreza	Push Start	TSG 900MHz PS
19-22	Crosstrek		
19-20	Ascent		
20-22	Legacy/Outback		
17-18	Impreza	Push Start	TSG SFL PS
18	Crosstrek		

Subaru Remote Engine Start Troubleshooting Videos			
Video #	Video Link	Vehicle Response (# of Horn Honks)	Description
1	Remote Engine Start Shutdown - Door Open 	One (1) Horn Honk for RES Activation NO Horn Honks for RES Shut Down	Reasons for RES Shutdown - Any Door Open
2	Remote Engine Start Shutdown – Over-rev Protection 	One (1) Horn Honk for RES Activation NO Horn Honks for RES Shut Down	Reasons for RES Shutdown - RPMs > ~3,500

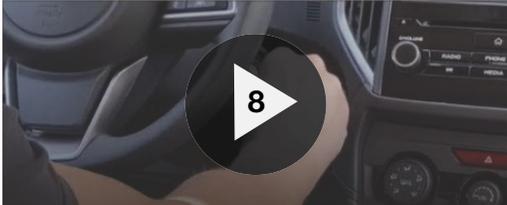
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Subaru Remote Engine Start Troubleshooting Videos

Video #	Video Link	Vehicle Response (# of Horn Honks)	Description
3	Prevent Remote Engine Start - Brake Switch 	Two (2) Horn Honks	Reasons to Prevent RES - Brake Pedal Depressed / Switch Active
4	Prevent Remote Engine Start - Door Open 	Six (6) Horn Honks	Reasons to Prevent RES - Any Door Open
5	Prevent Remote Engine Start - Hood Switch 	Two (2) Horn Honks	Reasons to Prevent RES - Hood Open / Switch Active
6	Prevent Remote Engine Start - Key In Ignition 	Ignition Turns "ON" Two (2) Horn Honks	Reasons to Prevent RES - Key in Ignition Switch

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Subaru Remote Engine Start Troubleshooting Videos

Video #	Video Link	Vehicle Response (# of Horn Honks)	Description
7	Prevent Remote Engine Start - Shifter Out of Park 	Ignition Turns "ON" Two (2) Horn Honks	Reasons to Prevent RES - Gear Selector / Shifter out of Park
8	Subaru RES Selectable Run Time Programming 	Four (4) Horn Honks to access Selectable Run Time Programming	RES Programming - Selectable Run Time - 3, 5, 10 or 15 (Default) Minutes
9	Subaru RES Transmitter Programming 	Three (3) Horn Honks to access RES Transmitter Programming	RES Programming - Transmitter Learn Mode (Stores up to 8 Fobs)

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.