ATTENTION: GENERAL MANAGER     PARTS MANAGER     CLAIMS PERSONNEL     SERVICE MANAGER	IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right. © 2019 Subaru of America, Inc. All rights reserved. SERVICE BULLETIN	QUALITY DRIVEN® SERVICE
APPLICABILITY:	2020-22MY Legacy and Outback 2019-22MY Impreza 2019-22MY Crosstrek / Crosstrek Hybrid 2019-22MY Forester 2019-22MY Ascent	NUMBER:15-251-19RDATE:09/26/19REVISED:12/29/21

# **SUBJECT:** DTC B2A16

### **INTRODUCTION:**

This Service Bulletin provides additional diagnostics to follow when addressing a Telematics-related DTC B2A16. In most cases involving this DTC, the following scenario(s) occur:

All Models as Listed with Gen 2 Telematics

- When trying to use the remote engine starter (RES) feature through Telematics (STARLINK / My Subaru app) the request is unsuccessful and the red Telematics indicator lamp illuminates.
- The customer takes their vehicle to the Retailer and the Technician finds the only code stored to be B2A16 in the DCM.
- The Technician diagnoses the DTC per the applicable Service Manual trouble tree and replaced the DCM.

**IMPORTANT:** Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored WITHOUT replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon. In the interim, refer to the diagnostic procedure outlined in this bulletin.

### **SERVICE PROCEDURE / INFORMATION:**

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

**IMPORTANT:** Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored WITHOUT replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon.

#### 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.

Subaru of America, Inc. is ISO 14001 Compliant

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. If DTC B2A16 is found in the DCM, start by registering the DCM with the vehicle immobilizer system to avoid a potentially unnecessary DCM replacement. Follow the instructions found in the applicable Immobilizer Registration Manual. See the basic SSM screenshots and additional information provided below for reference.

Once the DCM is registered, confirm the Telematics RES function operates. **NOTE:** The customer will need to help with this as it requires them to enter their PIN through either the MySubaru web page or the mobile MySubaru App.

If registering the DCM with the vehicle immobilizer system resolves the condition and STARLINK Telematics RES now operates normally, clear the DTC and release the vehicle.

SUBARU Select Monitor 4 - Immobilizer etc. Registration				- 0	×
Start   Registration Work Select  Immobilizer registration  Regrogen  Regrogen Regrogen  Regrogen Regrogen  Regrogen Regrogen Regrogen Regrogen Regrogen Regrogen Regrogen Regrogen Regrogen Regroge			es a connection to the SU etwork such as the Intern	BARU Server. et when performing these ta:	sks.
Pieget	Immobilizer	v			Select
Select Vehicle	Select Ty	ре	Applicable model		
LEGACY	Туре	Keyless access with push-button start system	Security ID (Security ID plate)	Note	Â
IMPREZA/XV	В Туре	Not Applicable	Not Applicable	When No Immobilizer CU	
WRX FORESTER	D Type	х	Not Applicable	When No PHEV	
ASCENT	Е Туре	Not Applicable	Not Applicable	When Immobilizer CU	
BRZ	F Type	х	Not Applicable	When PHEV	
	G Type	Not Applicable	Not Applicable	When No Immobilizer CU	~
Back	Bac	k		Confirmed	d

**NOTE:** When selecting G, H, or I Type, the latest SSM4 software (July 2019 version or later) is required along with a secure network connection. Refer to TSB **15-246-19** for additional details.

**IMPORTANT:** Whenever either the Keyless Access Module (KAM) <u>or</u> the DCM is replaced on a STARLINK Gen2 Telematics -equipped vehicle, the DCM **MUST** be registered with the vehicle immobilizer system.

	US model	2005MY 2006MY 2007	/Y 2008MY	2009MY 2010MY 2011MY	2012MY	2013MY	2014MY	2015MY 2016MY	2017MY 2018MY	2019MY	2020MY 2021MY	2022MY
Legacy	Key Access type	A type				B type			G Type			
OBK	keyless Access with push-button start system					D type			Н Туре			
Tribeca	Key Access type			A type								
	Key Access type		A type B type									
IMPREZA	keyless Access with push-button start system						D type					
Ownerstand	Key Access type						B type D type					
Crosstrek	keyless Access with push-button start system											
Crosstrek Hybrid	keyless Access with push-button start system						D type F typ				F type	
	Key Access type		A type B type			,		G				
WRX/STI	keyless Access with push-button start system								D type	)		н
Key Access type				A typ	e		B type					
Forester	keyless Access with push-button start system		3				D type					н
BRZ	Key Access type								X type			G
BRZ	keyless Access with push-button start system								Y type			н
ASCENT	Key Access type									B type		
ASCENT	keyless Access with push-button start system										D type	
	CANADA model	2005MY 2006MY 2007	/Y 2008MY	2009MY 2010MY 2011MY	2012MY	2013MY	2014MY	2015MY 2016MY	2017MY 2018MY	2019MY	2020MY 2021MY	2022MY
Legacy/OBK	Key Access type			A type					І Туре			
IMPREZA	Key Access type					B type			E ty	E type		
Crosstrek	Key Access type					B type				E type		
Forester	Key Access type								E type			

Always refer to the applicable Immobilizer Registration Manual for the Model Year vehicle being repaired. These manuals can be found on STIS by searching Online Publications > Publication Type > Other/Miscellaneous and searching with the keyword "Immobilizer".

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor	Labor	Fail
	Operation #	Time	Code
DCM IMMOBILIZER REGISTRATION & RES SYSTEM OPERATION CHECK	A067-918	0.4	ZTT-43

## **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.