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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SUBARU®

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2020-22MY Legacy and Outback 2019-22MY Impreza 2019-22MY Crosstrek / Crosstrek Hybrid 2019-22MY Forester 2019-22MY Ascent All Models as Listed with Gen 2 Telematics	**NUMBER:** 15-251-19R **DATE:** 09/26/19 **REVISED:** 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:

- 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.

Continued...

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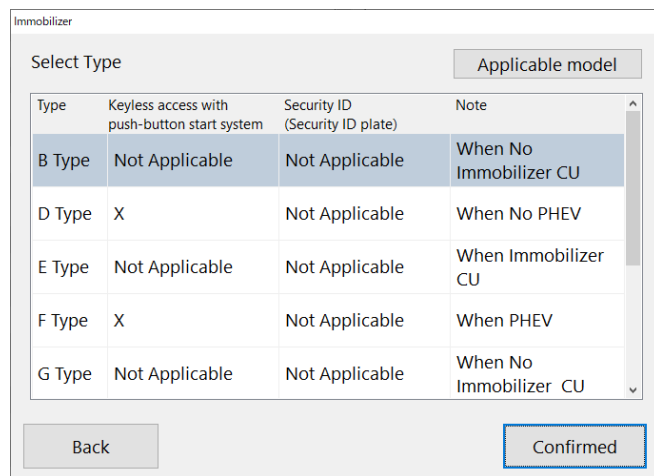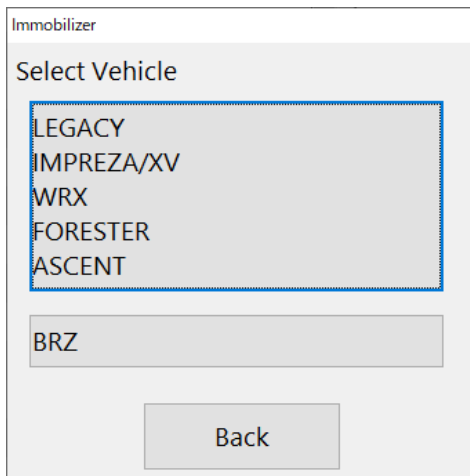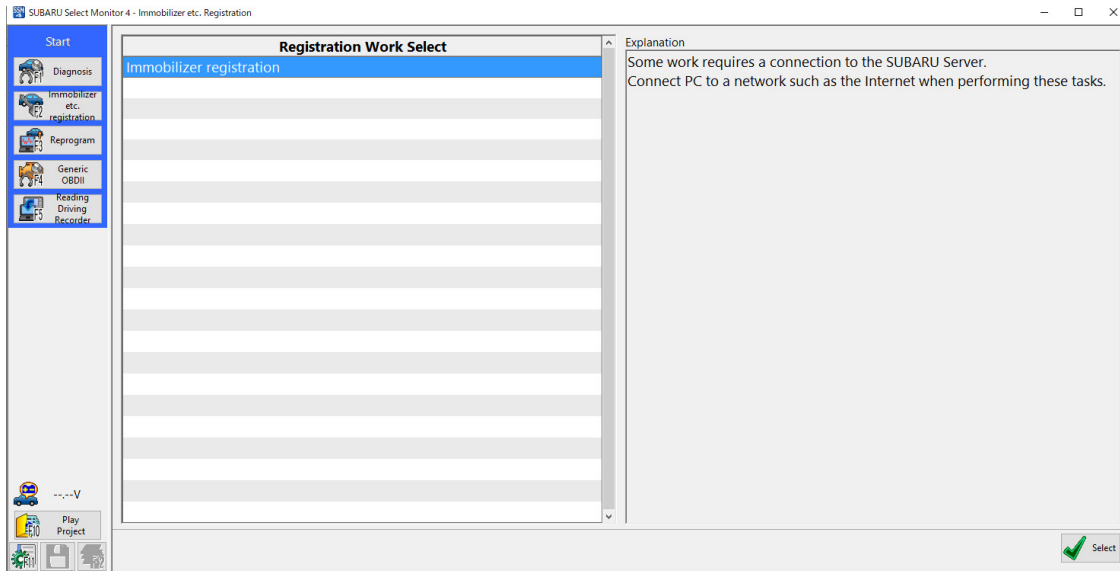
NOTE: When selecting G, H, or I Type, the latest SSM4 software (July 2019 version or later) is required along with a secure network connection. Refer to TSB **15-246-19** for additional details.

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

Model	Access Type	Immobilizer Type Coverage (2005MY–2022MY)
Legacy OBK	Key Access type	A type (≈2005–2014), B type (≈2015–2019), G Type (≈2020–2022)
Legacy OBK	keyless Access with push-button start system	D type (≈2013–2019), H Type (≈2020–2022)
Tribeca	Key Access type	A type (≈2006–2010)
IMPREZA	Key Access type	A type (≈2008–2011), B type (≈2012–2022)
IMPREZA	keyless Access with push-button start system	D type (≈2012–2022)
Crosstrek	Key Access type	B type (≈2013–2022)
Crosstrek	keyless Access with push-button start system	D type (≈2013–2022)
Crosstrek Hybrid	keyless Access with push-button start system	D type (≈2014–2016), F type (≈2019–2022)
WRX/STI	Key Access type	A type (≈2008–2014), B type (≈2015–2021), G (≈2022)
WRX/STI	keyless Access with push-button start system	D type (≈2015–2021), H (≈2022)
Forester	Key Access type	A type (≈2009–2014), B type (≈2015–2021)
Forester	keyless Access with push-button start system	D type (≈2014–2021), H (≈2022)
BRZ	Key Access type	X type (≈2013–2021), G (≈2022)
BRZ	keyless Access with push-button start system	Y type (≈2013–2021), H (≈2022)
ASCENT	Key Access type	B type (≈2019–2022)
ASCENT	keyless Access with push-button start system	D type (≈2019–2022)

CANADA model

Model	Access Type	Immobilizer Type Coverage (2005MY–2022MY)
Legacy/OBK	Key Access type	A type (≈2005–2014), E type (≈2015–2019), I Type (≈2020–2022)
IMPREZA	Key Access type	B type (≈2012–2016), E type (≈2017–2022)
Crosstrek	Key Access type	B type (≈2013–2016), E type (≈2017–2022)
Forester	Key Access type	B type (≈2014–2016), E type (≈2017–2022)

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 Operation #	Labor Time	Fail 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.