

**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 BULLETIN

**APPLICABILITY:** 2016-18MY Legacy/Outback  
 2016-18MY Impreza  
 2016-18MY Crosstrek  
 2016-18MY Forester  
 2017-18MY WRX

**NUMBER:** 15-291-22

**DATE:** 02/18/22

**SUBJECT:** Gen1 Telematics DCM Replacement for continued operation post-3G Sunset

### INTRODUCTION:

**The Gen1 STARLINK subscribers complimentary Data Communication Module (DCM) update period has ended as of 2/18/22.**

Going forward when a customer's vehicle is equipped with a DCM that does not have Software version ID DCM\_06.00.17\_20190816 installed and they wish to subscribe to Starlink Telematics Service, the DCM must be replaced as customer pay prior to the customer subscribing for DCM provisioning to occur. Once the new DCM is installed the customer will need to subscribe for DCM provisioning to complete and services to be activated based upon the customer's subscription level.

### APPLICABILITY CHART:

| Carline          | MY 2016 | MY 2017 | MY 2018 |
|------------------|---------|---------|---------|
| Ascent           | n/a     | n/a     | n/a     |
| Crosstrek        | Gen 1   | Gen 1   | Gen 1   |
| Crosstrek Hybrid | n/a     | n/a     | n/a     |
| Forester         | Gen 1   | Gen 1   | Gen 1   |
| Impreza          | Gen 1   | Gen 1   | Gen 1   |
| Legacy           | Gen 1   | Gen 1   | Gen 1   |
| Outback          | Gen 1   | Gen 1   | Gen 1   |
| WRX              | n/a     | Gen 1   | Gen 1   |
| BRZ              | n/a     | n/a     | n/a     |

**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.

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**PARTS INFORMATION:**

| New TELEMATICS UNIT Part # (VOLTE) | Old TELEMATICS UNIT Part # (NON-VOLTE) |
|------------------------------------|--|
| 86229AL10B                         | 86229AL00A<br>86229AL00B<br>86229AL00C |
| 86229AL10B                         | 86229AL10A                             |
| 86229AL11B                         | 86229AL01A<br>86229AL01B<br>86229AL01C |
| 86229AL11B                         | 86229AL11A                             |
| 86229FL002                         | 86229FL000<br>86229FL001               |
| 86229FL012                         | 86229FL010<br>86229FL011               |
| 86229FL00C                         | 86229FL00A<br>86229FL00B               |
| 86229FL01C                         | 86229FL01A<br>86229FL01B               |
| 86229VA100                         | 86229SG000<br>86229SG001<br>86229SG002 |
| 86229VA110                         | 86229SG010<br>86229SG011<br>86229SG012 |

**NOTE:** The OLD part numbers listed above may not be an exact match to those installed in the vehicle as production part numbers are different from service/ repair part numbers. Always refer to the Electronic Parts Catalog (EPC) using the vehicle VIN and then use RPM to check for the appropriate supersession to ensure the correct.

DCM replacement part is selected. While you can use the EPC part number and the chart above to determine the correct DCM part number to install, it is always best to confirm using RPM to capture any possible newer supersessions. Never install the OLD part number even if available.

**PROCEDURE INFORMATION:**

Replacement DCMs will have the new software preinstalled. The new DCMs will **NOT** come with a new backup battery (BUB). Technicians must transfer the existing BUB to the replacement DCM.

**NOTE:** Always check the current DCM for any DTCs before replacing it. If the BUB requires replacement due to failure (DTC B2A07) or, the repair date is five (5) years past the date stamp on the BUB (see image for decoding the BUB date stamp), the replacement BUB must be ordered and installed separately as a maintenance item. If any other DTCs are found, they must be resolved prior to DCM replacement to avoid carrying over the concern and possibly damaging the new DCM

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**NOTE:** All Gen1 Telematics equipped vehicles that are currently unsubscribed because the DCM Software Version ID is not DCM\_06.00.17\_20190816, will require DCM replacement **PRIOR** to enrolling in Starlink Telematics Subscription Services.

**CAUTION: Never attempt to subscribe a vehicle BEFORE the DCM has been replaced.**

**IMPORTANT: Before beginning the DCM Replacement Service:**

Vehicles affected by this replacement service may also have an open service program WQZ-61R. Replacement DCMs contains software which includes the WQZ-61R update. If the Vehicle Inquiry indicates WQZ-61R is open, proceed as follows:

1. The vehicle **IS NOT SUBSCRIBED OR HAS BEEN CANCELED AND THE CUSTOMER WISHES TO ENROLL IN STARLINK SUBSCRIPTION SERVICES:** WQZ-61R is indicated as Open: **perform DCM replacement service ONLY to allow customer subscription.** The WQZ-61R will close within 30 days of DCM replacement.
2. The vehicle **IS NOT SUBSCRIBED OR HAS BEEN CANCELED AND THE CUSTOMER DOES NOT WISH TO ENROLL IN STARLINK SUBSCRIPTION SERVICES:** WQZ-61R is indicated as Open: **perform the WQZ-61R DCM software update ONLY.** Refer to the WQZ-61R program bulletin for full details and procedures.

**DCM REPLACEMENT PROCEDURE:**

**IMPORTANT CAUTIONS:** Before replacing the DCM a technician **MUST** confirm the following:

- Check the subscription status - Vehicle should not be subscribed
- Check Vehicle Inquiry for possible open recall
- Check Vehicle Inquiry for possible salvage vehicle. Salvage vehicles cannot be subscribed. Do not replace DCM.
- Check for any DTCs and resolve them prior to DCM replacement

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1. Follow STIS procedures in the applicable model year and model Service Manual for removal and installation of DCM.
2. Be sure to complete DCM registration (comm check) after DCM replacement.
3. Once the GREEN LED is out, the DCM is ready to accept provisioning. Have the customer complete subscription process.
4. Once provisioning has completed and the GREEN LED is illuminated again, refer to TSB 15-267-20R for Telematics testing requirements to ensure proper operation of ACN.
5. Refer to **TSB 15-195-16R** for additional information on testing requirements following DCM replacement.

**IMPORTANT NOTE:**

**IT IS IDEAL TO HAVE THE CUSTOMER COMPLETE ENROLLEMENT BEFORE RELEASING THE VEHICLE BACK TO THEM TO ENSURE TELEMATICS OPERATION. ONCE THE VEHICLE IS SUBSCRIBED NEVER RELEASE THE VEHICLE BACK TO THE CUSTOMER UNTIL THE GREEN TELEMATICS LED IS ILLUMINATED AND THE TELEMATICS SYSTEM PASSES ALL FUNCTION AND OPERATIONAL CHECKS.**

**CLAIM INFORMATION**

If the 3G update was performed on or before 2/18/22 and the update was unsuccessful, a PA claim can be submitted for the DCM replacement codes outlined below. The claim must include comments explaining the complaint, cause, and correction, and the RO for the 3G update must be included in the attachments tab when submitted. Any claim not including this information will be subject to rejection/debit.

| Labor Description               | Labor Operation # | Labor Time | Fail Code | Claim Type |
|---------------------------------|-------------------|------------|-----------|------------|
| 3G SUNSET VOLTE DCM REPLACEMENT | A067-941          | 0.5        | ZTY-43    | PA         |

**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.