

- ATTENTION:**
- GENERAL MANAGER
 - PARTS MANAGER
 - CLAIMS PERSONNEL
 - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2022 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2022MY Forester with Gen 2 Telematics
 2022MY WRX with Gen 2 Telematics
 2022-**23**MY BRZ with Gen 2 Telematics

NUMBER: 15-306-22R

DATE: 12/20/22

REVISED: 01/09/23

SUBJECT: Intermittent Request Failure of Remote STARLINK® Services

INTRODUCTION:

This bulletin announces the availability of new reprogramming files to address cases of remote services from the STARLINK® app or website including remote engine start (RES), remote door lock request, remote actuation of the horn/lights, and vehicle locator. This is caused by an inaccurate internal timer within the Data Communication Module (DCM). The new files contain enhanced logic to optimize the internal timer program within the DCM. If this concern is reported, reprogram the DCM using the procedure outlined in this bulletin.

PAK FILE APPLICABILITY:

MY	Model	File Description	Old Part #	Decryption Keyword	New Software Version
22-23	Forester	86222SJ200.pk2	86222SJ200/210	82E47A9D	DCM_30.12.71_20220607
22-23	WRX	86222VC000.pk2	86222VC000/010	A1D41524	DCM_30.12.71_20220607

PFC FILE APPLICABILITY:

MY	Model	File Description	Old Part #	New Software Version
22-23	BRZ	86222CC010.pfc	86222CC010	DCM_30.12.71_20220607

Detailed information regarding the SSM5-R reprogramming procedures can be found in TSB 14-28-21.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

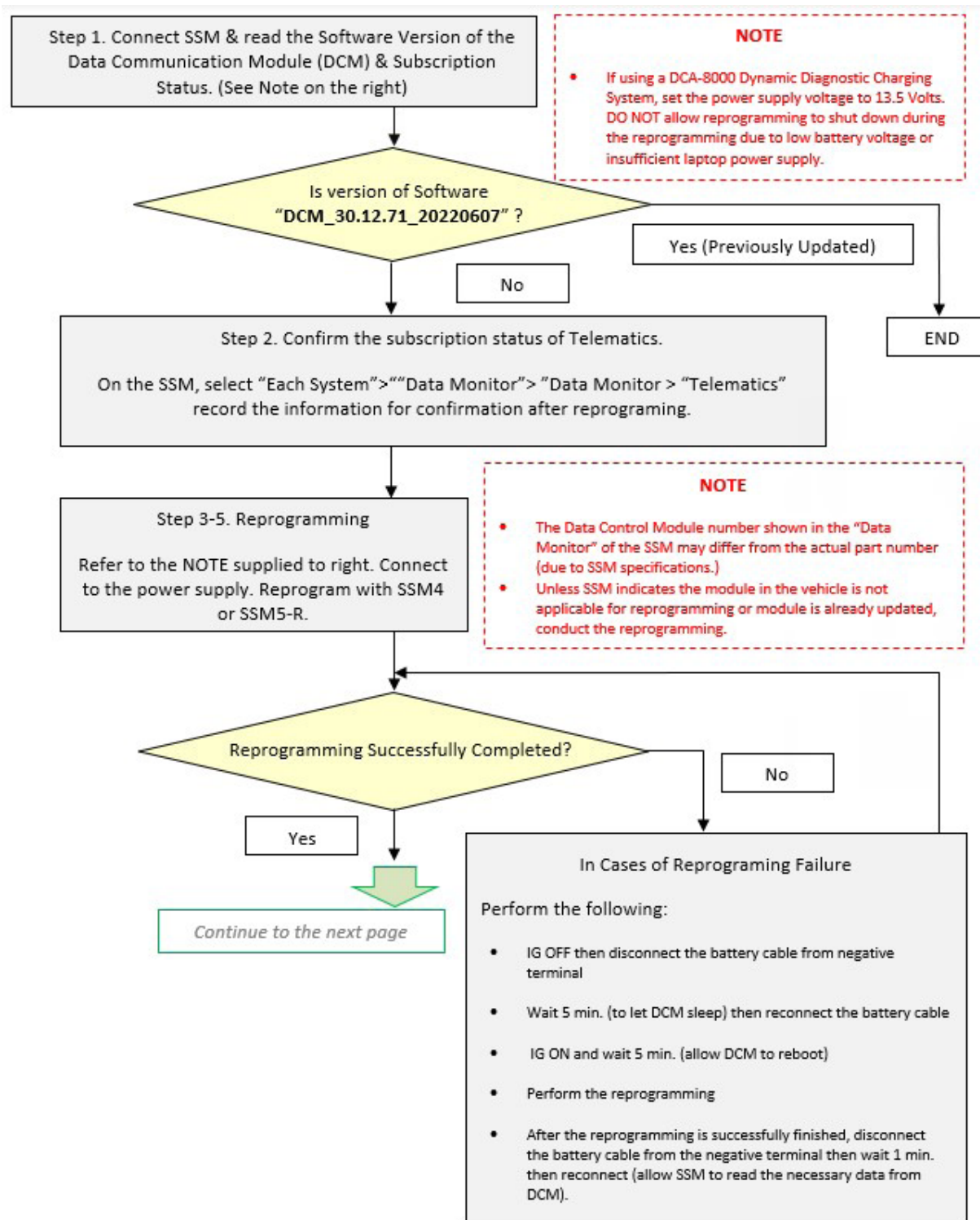
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

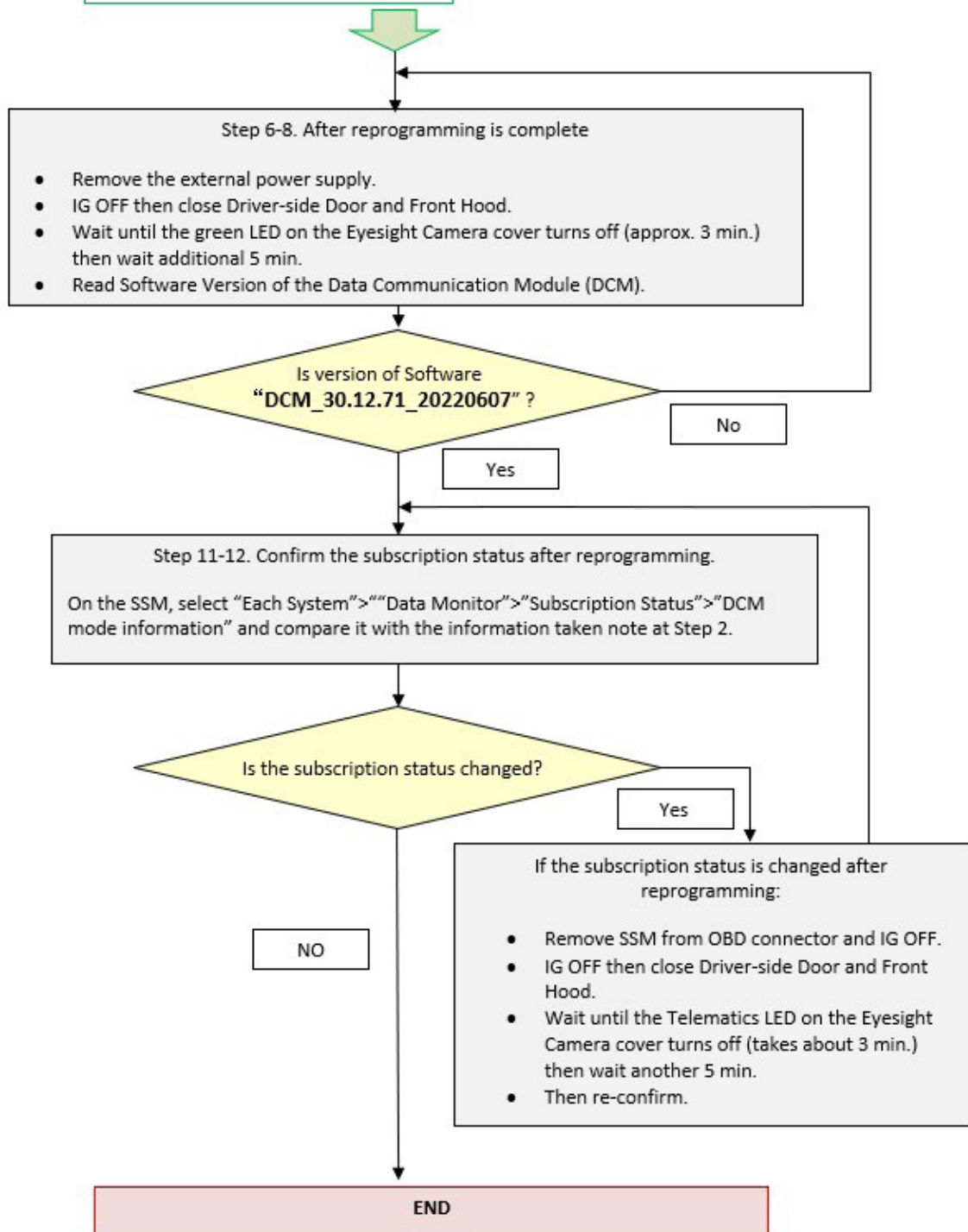
Continued...

SERVICE PROCEDURE FLOWCHART:



Continued...

Continued from the previous page

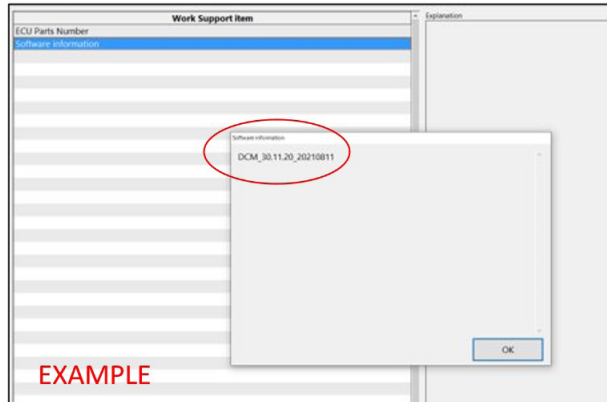


Continued...

SERVICE PROCEDURE / INFORMATION:

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

STEP 1: Connect the applicable Subaru Select Monitor (SSM) to the vehicle. Read the Subscription and Software Information of the DCM. Record this information for confirmation after reprogramming is performed.



EXAMPLE	Item	Value
<input checked="" type="checkbox"/>	Subscription Status	Subscribed
<input checked="" type="checkbox"/>	Remote Battery Charging Timer Active	TRUE
<input checked="" type="checkbox"/>	Curfew Active	TRUE
<input checked="" type="checkbox"/>	Driving Recorder Active	TRUE

STEP 2: Is version “DCM_30.12.71_20220607” found?

YES – The vehicle has the latest software. Continue diagnosis using the applicable Service Manual.

NO – Record and attach the current software status. Proceed to STEP 3.

STEP 3: Connect the vehicle to a power supply.

Subaru of America, Inc. (SOA) highly recommends utilizing either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle in the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it will take less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

NOTES:

- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.
- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up the charger for Power Supply Mode.
- Select the correct battery type (Enhanced Flooded, Flooded, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle’s battery. **NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery’s CCA rating before proceeding.

Continued...

- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts.
- DO NOT connect the DST-i or DST-010 until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 Volts, connect the DST-i or DST-010 to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14 Volts while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

STEP 4: Switch the ignition switch to the "ON" position and wait for at least five minutes or more.

STEP 5 : Perform DCM reprogramming.

- For **Forester** and **WRX** models, reprogram the DCM using the normal FlashWrite procedure.
- For **BRZ** models, reprogram DCM following the normal SSM5-R procedure. Additional information regarding the SSM5-R reprogramming procedures can be found in TSB **14-28-21**.

STEP 6 : Once successful reprogramming is complete, perform the following:

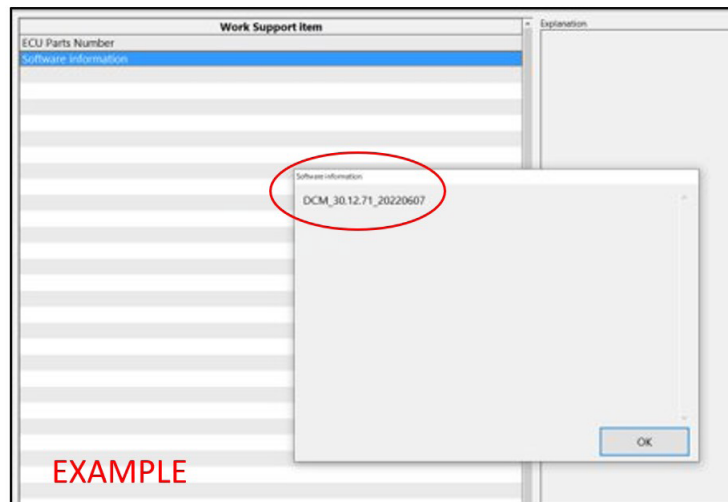
- Switch the ignition to the "OFF" position.
- Disconnect all charging equipment.
- Close the hood.
- Close all doors with the windows down.

STEP 7: Wait approximately three minutes and confirm the green LED located next to the ibutton on the Eyesight Camera cover is NOT illuminated.

STEP 8: Once the LED is confirmed to be OFF, wait an additional five minutes or more.

Continued...

STEP 9: Using the applicable SSM, read the Software Information of the DCM.



STEP 10: Is version “DCM_30.12.71_20220607” found?

YES – Continue to STEP 11.

NO – Repeat STEP 6 and continue.

STEP 11: Using the applicable SSM, read the Subscription Status.

	EXAMPLE	Item	Value
<input checked="" type="checkbox"/>		Subscription Status	Subscribed
<input checked="" type="checkbox"/>		Remote Battery Charging Timer Active	TRUE
<input checked="" type="checkbox"/>		Curfew Active	TRUE
<input checked="" type="checkbox"/>		Driving Recorder Active	TRUE

STEP 12: Has the subscription status changed from the status previously read during STEP 2?

YES – The procedure is finished.

NO – Repeat STEPS 6-8 then reconfirm the subscription status remains the same as read in STEP 2.

NOTE: Control module failures resulting from battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

Continued...

STEP 13: Perform multiple telematics service requests such as RES, door locks, etc. All service requests should complete without an error message and perform as expected. If the results are unsuccessful, perform the diagnosis procedures outlined in the applicable Service Manual.

NOTE: Push button function testing of the iButton or SOS buttons is not a valid test of this repair. No vehicle should be released to the customer without confirmation of a successful repair. Confirmed remote STARLINK® service operation requests are the **ONLY** confirmation of this repair.

VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of “generic” battery charger whatsoever. **ONLY** the DCA-8000 and the GR8-1100 and their Power Supply Mode feature have been tested and approved by SOA.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
DATA COMMUNICATION MODULE REPROGRAMMING	A167-918	ZQZ-48	0.4

IMPORTANT: Always note the **NEW** DCM Software Version for any newly-installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** Software Version **MUST** be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission.

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.