SUBARU

QUALITY DRIVEN® SERVICE

SERVICE PROGRAM BULLETIN

APPLICABILITY:	2022MY Forester 2022MY WRX 2022-23MY BRZ	**NUMBER:** WRB-23 **DATE:** 02/14/23
SUBJECT:	Telematics Data Communications Module Reprogramming	

REASON FOR THIS SERVICE PROGRAM

Due to an inaccurate internal timer within the telematics data communications module (DCM), STARLINK remote services from the MySubaru app or MySubaru.com including remote engine start (RES), remote door lock/unlock request, remote horn/lights, and vehicle locator will not operate after 388 days from the date that the DCM was activated.

AFFECTED VEHICLES

The number of U.S. vehicles included in this service program is <u>114,460</u>.

Model Year	Carline	Production date range
2022	Forester	September 23, 2021 - October 4, 2022
2022	WRX	January 21, 2022 – November 2, 2022
2022-2023	BRZ	September 2, 2021 – October 3, 2022

Not all vehicles in the production date range listed above may be included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Please note that this service program replaces technical service bulletin **TSB 15-306-22**, and involves the same procedure described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program.

DESCRIPTION OF THE REPAIR

Subaru retailers will reprogram the telematics DCM at no cost to the customer.

Continued...

RETAILER RESPONSIBILITY

Any vehicles listed in any recall or campaign that are in retailer stock must be:

- Immediately identified

- Tagged or otherwise marked to prevent their delivery or use prior to repair

- Repaired in accordance with the repair procedures outlined in the bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

OWNER NOTIFICATION

Owners will be notified by first class mail, and retailers will be advised when that owner notification is scheduled.

As mentioned previously, this service program replaces technical service bulletin 15-306-22, and involves the same procedure described in that bulletin. Based on warranty claim history information at the time of this announcement, VINs showing that repair were not included in this service program. However, due to claim submission timing and owner notification timing, it is possible that some vehicles that already received the DCM reprogramming have been included in this campaign. Those vehicles should not be updated a second time.

If, in response to the owner notification letter, retailer outreach, or push notifications for this service program, a customer informs your personnel that they have already had this repair performed, please verify the repair history of the VIN. If it is confirmed that the DCM reprogramming was already performed, please contact the SOA Claims Helpline at 1-866-SUBARU2 (1-866-782-2782) for assistance in closing WRB23 service program coverage for that vehicle.

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**.

Continued...

SERVICE PROCEDURE FLOWCHART:

Step 1. Connect SSM & read the Software Version of the Data Communication Module (DCM) & Subscription Status. (See Note on the right)

NOTE

- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts. DO NOT allow reprogramming to shut down during the reprogramming due to low battery voltage or insufficient laptop power supply.

Is version of Software "DCM_30.12.71_20220607" ?

Yes (Previously Updated)

No

END

Step 2. Confirm the subscription status of Telematics.

On the SSM, select "Each System">""Data Monitor"> "Data Monitor > "Telematics" record the information for confirmation after reprograming.

Step 3-5. Reprogramming

Refer to the NOTE supplied to right. Connect to the power supply. Reprogram with SSM4 or SSM5-R.

NOTE

- The Data Control Module number shown in the "Data Monitor" of the SSM may differ from the actual part number (due to SSM specifications.)
- Unless SSM indicates the module in the vehicle is not applicable for reprogramming or module is already updated, conduct the reprogramming.

Reprogramming Successfully Completed?

No

Yes

Continue to the next page

In Cases of Reprograming Failure

Perform the following:

- IG OFF then disconnect the battery cable from negative terminal

- Wait 5 min. (to let DCM sleep) then reconnect the battery cable

- IG ON and wait 5 min. (allow DCM to reboot)

- Perform the reprogramming

- After the reprogramming is successfully finished, disconnect the battery cable from the negative terminal then wait 1 min. then reconnect (allow SSM to read the necessary data from DCM).

Continued...

Continued from the previous page

Step 6-8. After reprogramming is complete

- Remove the external power supply.
- IG OFF then close Driver-side Door and Front Hood.
- Wait until the green LED on the Eyesight Camera cover turns off (approx. 3 min.) then wait additional 5 min.
- Read Software Version of the Data Communication Module (DCM).

Is version of Software
"DCM_30.12.71_20220607" ?

No

Yes

Step 11-12. Confirm the subscription status after reprogramming.

On the SSM, select "Each System">""Data Monitor">"Subscription Status">"DCM mode information" and compare it with the information taken note at Step 2.

Is the subscription status changed?

Yes

If the subscription status is changed after reprogramming:

- Remove SSM from OBD connector and IG OFF.
- IG OFF then close Driver-side Door and Front Hood.
- Wait until the Telematics LED on the Eyesight Camera cover turns off (takes about 3 min.) then wait another 5 min.
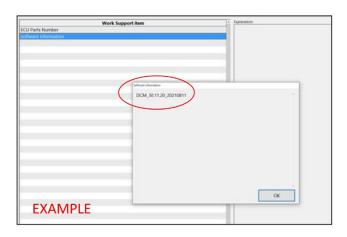- Then re-confirm.

NO

END

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
✔	Subscription Status	Subscribed
✔	Remote Battery Charging Timer Active	TRUE
✔	Curfew Active	TRUE
✔	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.

- 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.

Continued...

- 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.
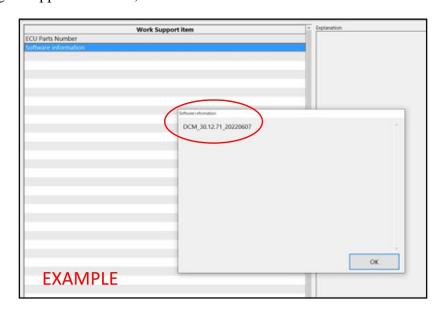
STEP 5: Perform DCM reprogramming.
- For **Forester** and **WRX** models, reprogram the DCM using the normal FlashWrite procedure.
- For **BRZ** models, reprogram DCM following the normal SSM5-R procedure. Additional information regarding the SSM5-R reprogramming procedures can be found in **TSB 14-28-21**.

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.

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
✔	Subscription Status	Subscribed
✔	Remote Battery Charging Timer Active	TRUE
✔	Curfew Active	TRUE
✔	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.

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.

Continued...

CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through Subarunet.com.
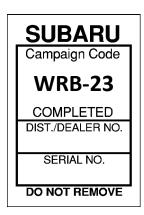
Labor Description	Labor Operation #	Labor Time	Fail Code
TELEMATICS DCM ID CHECK	A167-900	0.2	WRB-23
TELEMATICS DCM REPROGRAMING	A167-908	0.4	

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.

SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle's upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P130**2, which comes as one sheet of 20 labels.

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All models	Campaign Completion Labels (contains one sheet of 20 labels)	1

```
SUBARU
Campaign Code
WRB-23
COMPLETED
DIST./DEALER NO.

SERIAL NO.

DO NOT REMOVE
```

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.