



SPECIAL EDITION

Interactive and Retrievable Diagnostic Service Manuals (ISM)

Subaru of America, Inc. is pleased to introduce **Interactive and Retrievable Diagnostic Service Manuals (ISM)** as a new feature at upcoming model changeovers. The first such manual will be integrated with the 2024 Crosstrek and Impreza online manuals in the Subaru Technical Information System (STIS).

The new features in the manual look and flow the same as the current version but incorporate several helpful features such as:

- The ability to communicate with the vehicle to retrieve basic vehicle information such as VIN and mileage and requested parameter ID data (PID data) while working through the trouble tree.
- The ability to save and store all responses in fault tracing sessions along with the ability to search and recall those sessions for future reference if needed.
- The ability to transmit saved sessions directly to the Subaru Technical Helpline to assist in fault tracing.

These features are only visible for a Subarunet retailer job role of Service Technician (DEALER_SERVICE_TECHNICIAN) at an assigned retailer. Other job titles will only see the static trouble trees but will be able to view saved sessions. Those with interactive access can still see the static view by clicking the **PRINT** button in the service manual menu. The print function should be used if not actively fault tracing a vehicle to avoid storing inaccurate or unwanted sessions. The ISM functions work by connecting through SSM4, so accessing the ISM through an SDS laptop is required. Certain other requirements with SSM4 also need to be met to allow this communication.

First, some basics apply as with all SSM4 communication. Connection to the SDS network is also required. The vehicle and laptop must be ON and connected to each other. SSM4, when displaying certain menus, attempts to communicate continuously with the vehicle. Because of this, only particular menus can be open. That, along with other basic conditions being met, will allow the ISM to communicate. They are:

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

The Subaru TechTIPS newsletter is intended for use by professional Technicians ONLY. Articles 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 your vehicle has or will have that condition. Impreza, Legacy, Justy, Loyale, Outback, Forester, Subaru SVX, WRX, WRX STI, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

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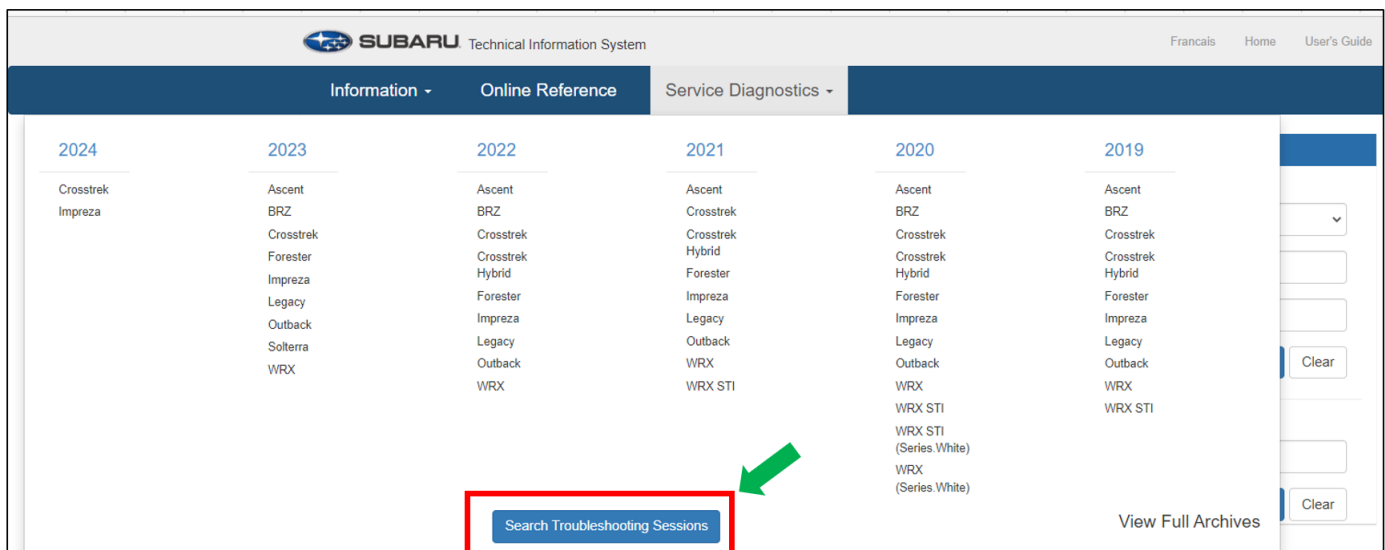
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- SSM4 must have been running prior to attempting ISM communication. To clarify, a laptop restart will require SSM4 to have been opened at least once prior for this condition to be met. SSM4 does not need to be open during ISM communication but must have been running at least once prior to the ISM communication attempt. Opening SSM4 causes an applet subroutine called IIS to become active on the laptop. This applet is required for ISM communication.
- Only certain menus allow ISM communication while SSM4 is open. See figures 1-9 below for specific menu functionality. It is highly recommended to read DTCs from the **Each System – DTC** results menu. Then click on any linkable DTC retrieved to access the ISM trouble tree for that DTC after the data has been saved.
- Other than the specific menus indicated below, it can be assumed that the ISM will not be able to communicate when any other menu is open. This includes the **Start, All DTC, Data Monitor, Cancel Code, Active Test, and Work Support** function menus and other sub-menus.
- Figures 1 through 8 below show various SSM4 menus and their ability (or not) to allow ISM communication.

To retrieve saved sessions, use the **Search Troubleshooting Sessions** button found in the Service Diagnostics menu of **STIS** [Figure A]. Use the search menu [Figure B] to filter the search. Results will reappear in the ISM as they were entered and saved. Results cannot be edited once a resolution is found and saved, but partially completed/saved results can be resumed. Modifying any previously entered responses will delete any subsequent entries in the trouble tree.



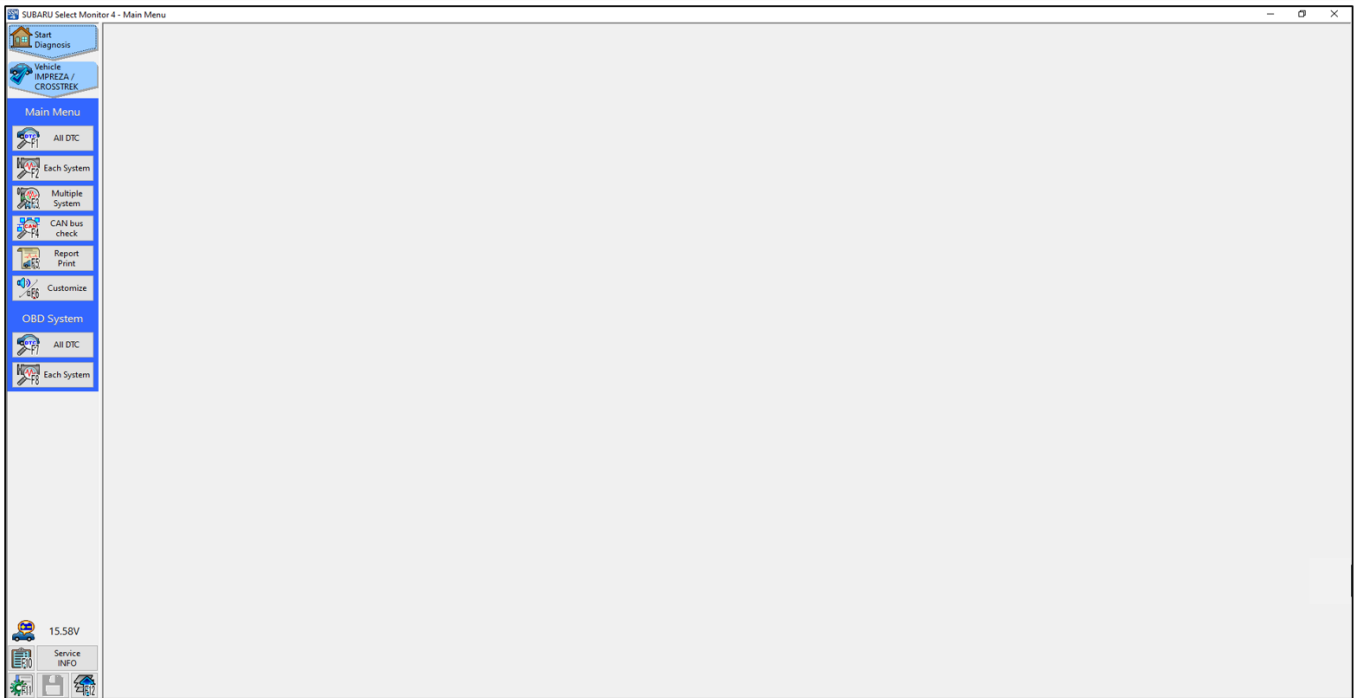
[Figure A]

[Figure B]

The vehicle CAN communicate with the ISM from **Start Diagnosis** menu BEFORE clicking **OK**.

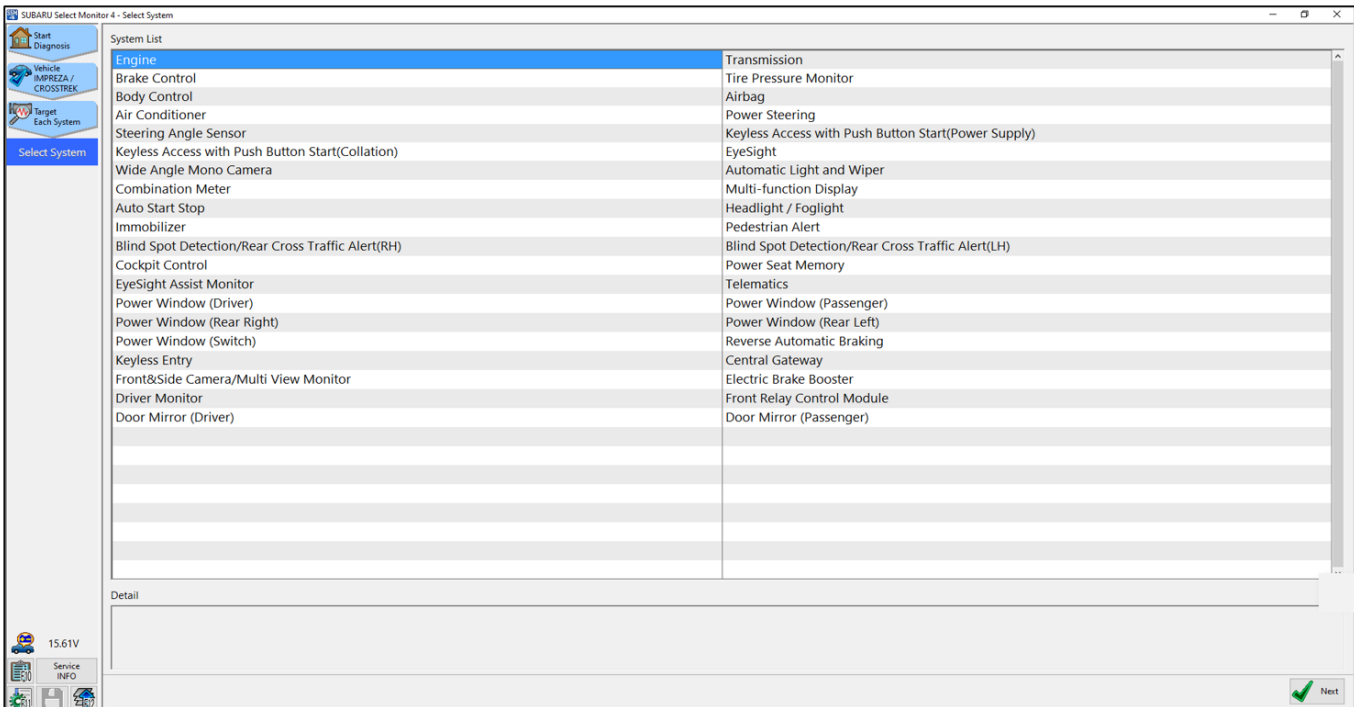
[Figure 1]

The vehicle CANNOT communicate with the ISM from the **Vehicle – Main** or any **OBD System** menu.



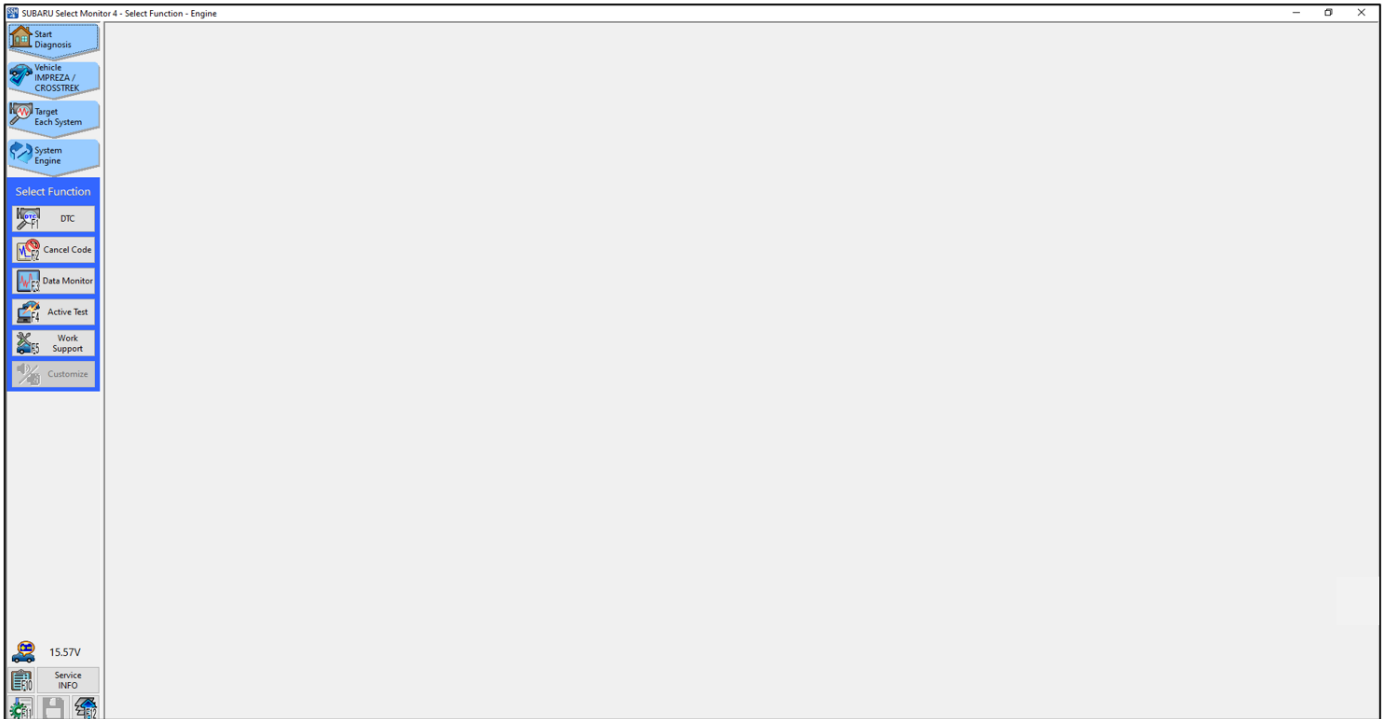
[Figure 2]

The vehicle CAN communicate with the ISM from the **Target Each System** menu BEFORE entering an individual system.



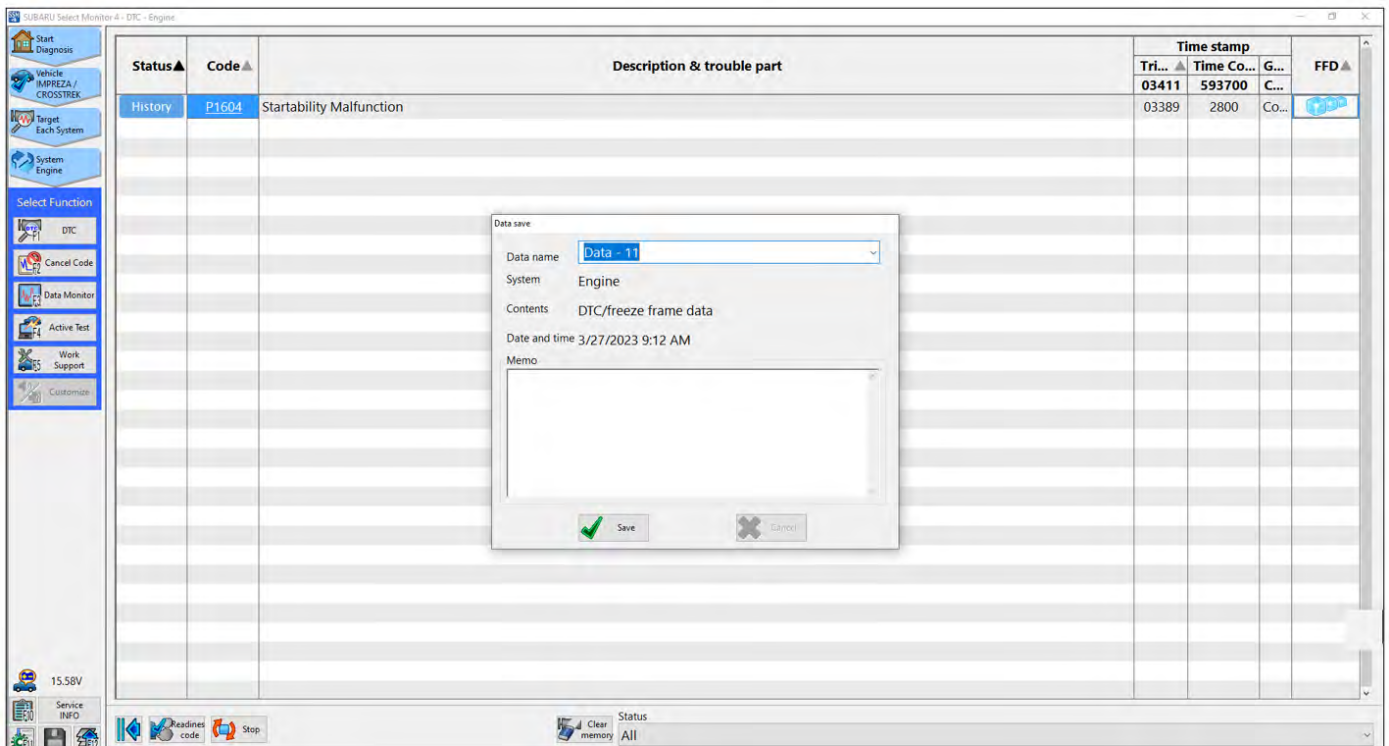
[Figure 3]

The vehicle CANNOT communicate with the ISM from any **System [individual]** (any, ECM, TCM, etc.) main menu.



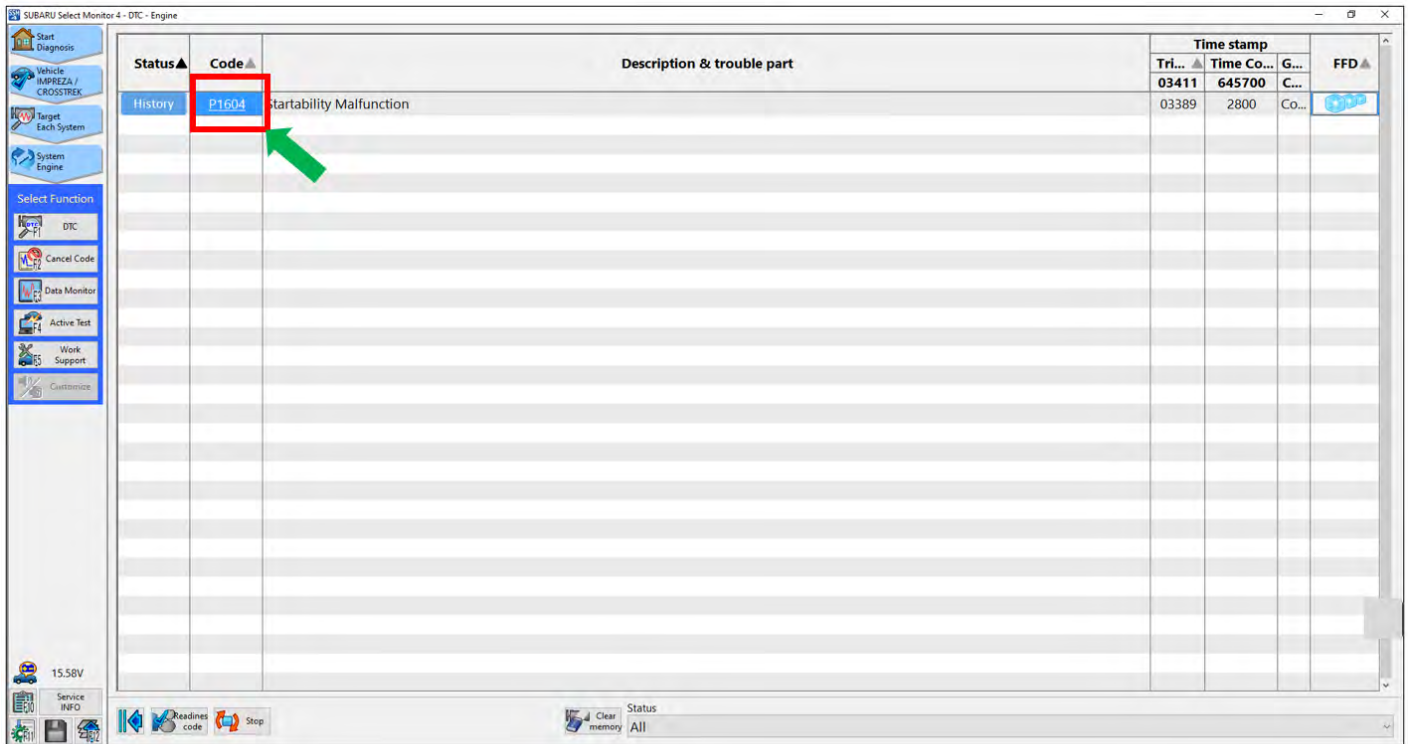
[Figure 4]

The vehicle CAN communicate with the ISM from this menu after saving DTC/FFD info by clicking Save.



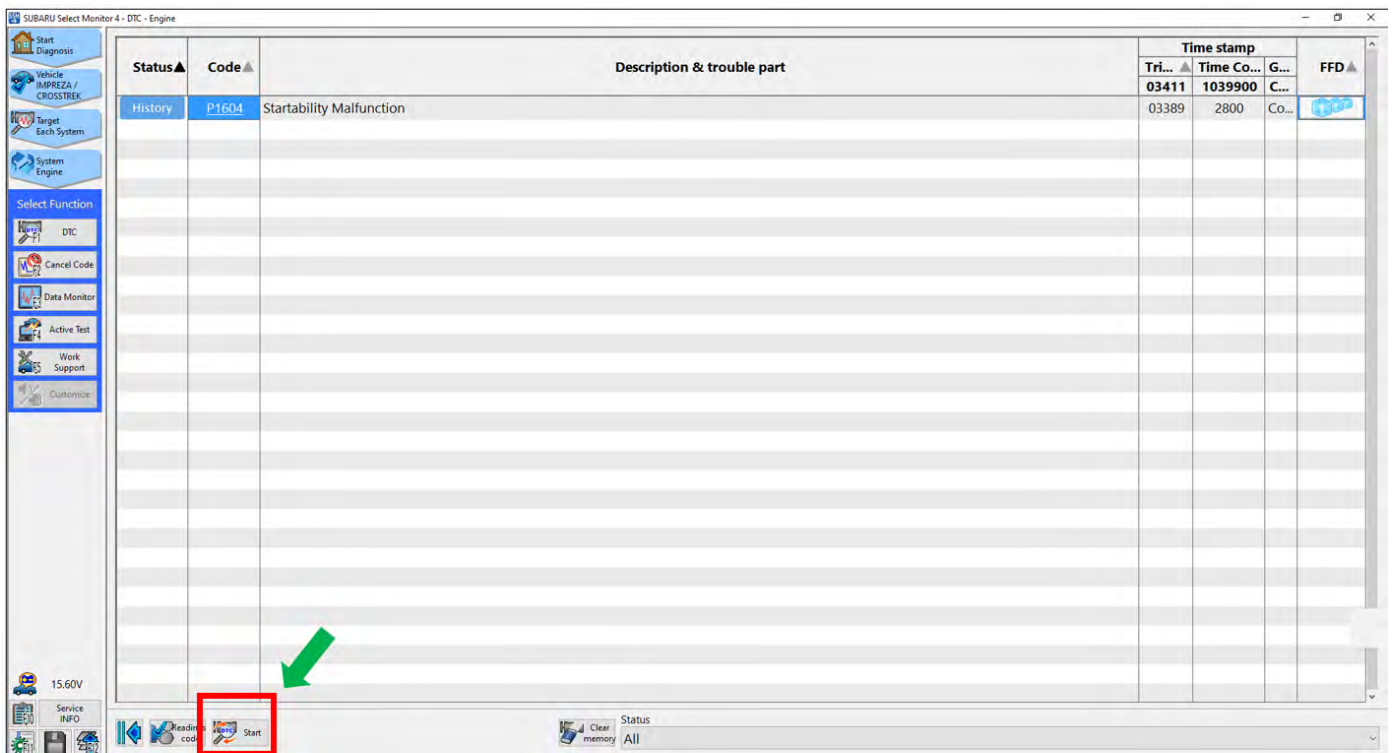
[Figure 5]

It is **RECOMMENDED** to communicate with the ISM from the DTC Results menu by clicking the hyperlinked DTC and following the ISM trouble tree for that fault. STIS will open to the proper trouble tree.



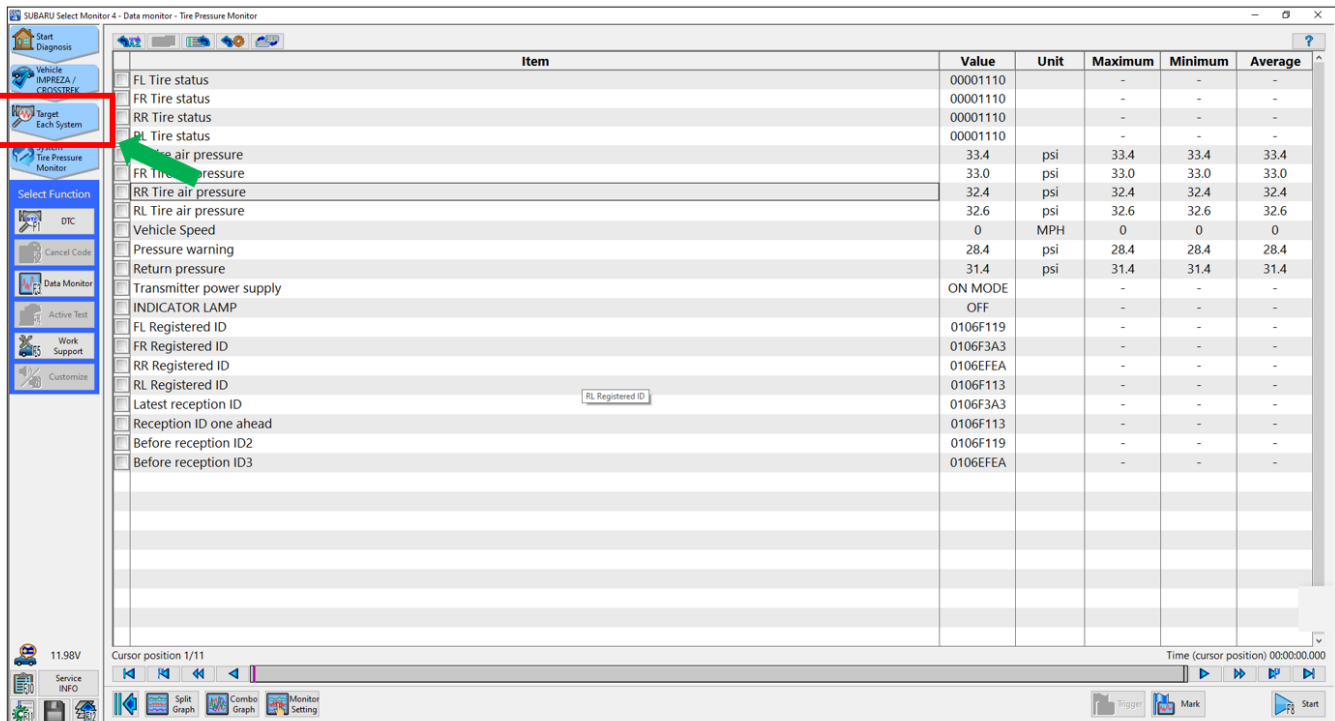
[Figure 6]

If unable to communicate with ISM as illustrated in Figure 6, click the Stop DTC button and try again.



[Figure 7]

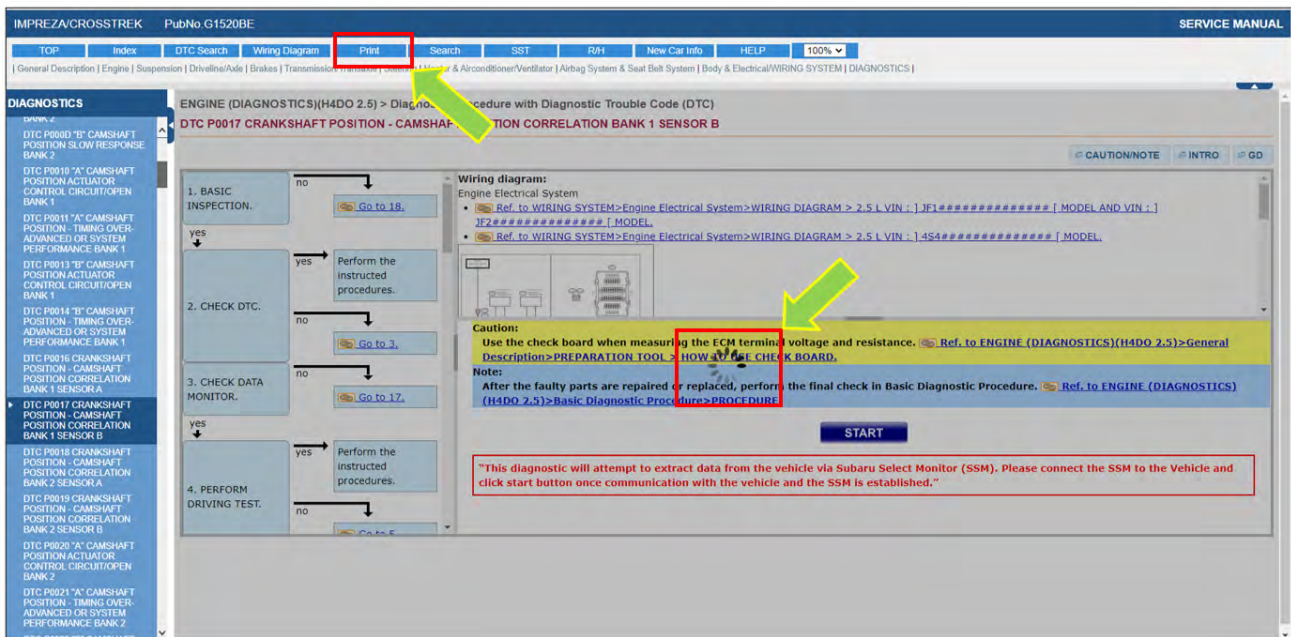
If trying to return to the **Each system** menu from other functions (a Data Monitor function, for example) click on the **Target Each System** menu button and save data if requested, before attempting to communicate using the ISM. This returns to [Figure 3] status.



[Figure 8]

When the ISM is attempting to communicate, the screen will darken slightly and the communication **circle** will spin until the data is retrieved. If this is not visible for at least a short amount of time, the IIS function is not active. To correct this the laptop must be restarted and SSM4 must be opened and then closed, or opened to one of the acceptable menus listed above.

Also make note of the **Print** button to view a static version of the trouble tree.



[Figure 9]