

- 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 Crosstrek & Impreza
 2016-18MY Forester
 2016-18MY Legacy & Outback
 2017-18MY WRX

NUMBER: 15-317-24

DATE: 02/27/24

SUBJECT: Data Communication Module (DCM)
 Warranty Extension

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the Data Communication Module (DCM) Warranty from 3 years (36 months) of 36,000 miles to 8 years (96 months) or 100,000 miles, whichever comes first. In some rare cases, a customer may experience a dead battery as a result of the DCM continually trying to access the 3G network which is no longer available and has not received a previous DCM update.

COVERAGE UNDER EXTENSION:

Effective 02/21/2024, all affected vehicles regardless of mileage and Warranty status will be covered for these repairs for a period of one year. All service procedures performed must be completed prior to the expiration of the Warranty Extension.

Unsubscribed vehicles under this Warranty Extension are eligible for DCM reprogramming to convert the DCM subscription status into “Factory” status which will reduce the dark current draw to an expected level. This procedure is outlined in **TSB 15-312-23R**.

Vehicles requiring battery replacement or recharging due to a DCM excessive dark current draw condition are eligible for battery replacement only when the DCM is determined to be the root cause of battery failure and the battery is determined as failed by the appropriate Subaru approved Midtronics battery test equipment. Follow the battery testing/charging procedures outlined in **TSB 07-178-21R**. Battery test results and a test code will be required for claim submission.

The following applies only in the event the customer specifically requests to have telematics services enabled and commits to a two-year STARLINK subscription at their own expense. The cost of the plan varies from \$198-\$298 (plus applicable taxes) depending upon the plan chosen by the customer.

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.

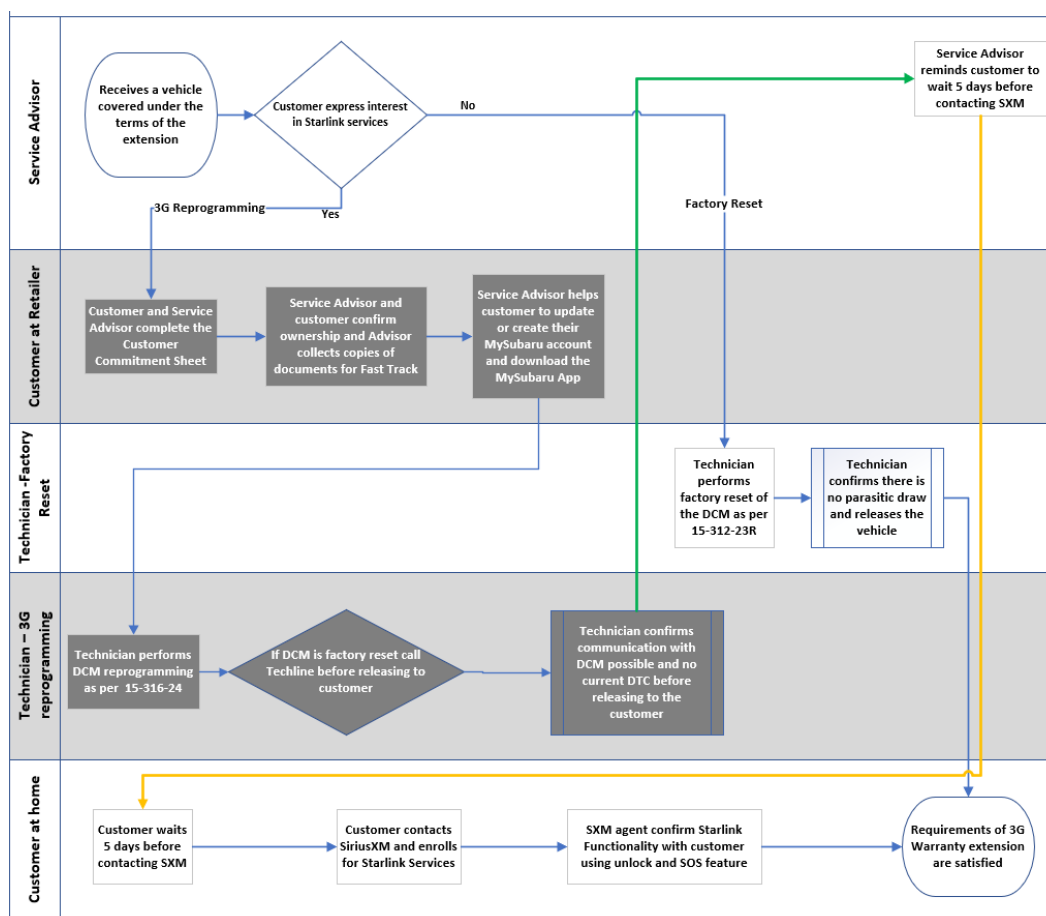
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In cases when a customer requests to subscribe for telematics services rather than have the DCM placed into “Factory” status, a two-year paid Starlink subscription will be required. Once the customer commits to subscribe by completing the subscription agreement, the retailer will perform DCM reprogramming to enable 4G service at no cost to the customer. Retailer will need to reference **TSB 15-316-23R** for the procedure to enable the DCM update to 4G. DCM replacement to achieve this result is not covered under the terms of this Warranty Extension unless reprogramming fails for a reason beyond retailer control. Always refer to the applicable Service Bulletin and review the full requirements.

Subaru is reimbursing customers who previously paid for repair or replacement related to the DCM Warranty Extension due to conditions that would normally have been covered if the vehicle was still under the terms of the New Vehicle Limited Warranty. If a customer has paid to have a DCM repair or replacement performed sometime in the past, they may be eligible for reimbursement under the terms of this Warranty Extension.

ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this Warranty Extension before proceeding with any repairs.

WARRANTY EXTENSION FLOWCHART:



- 1: Customer Commitment:** Once a customer expresses interest in participating in the 3G reprogramming, inform them that ownership verification is required and obtain the signed copy of the customer commitment form. Retailer must supply the customer with a copy of this form and retain a copy for claim submission.

2: Customer (Owner) Verification: Ensure the ownership of the vehicle is updated with SOA using the CAD FAST TRACK process outlined below

1. Confirm customer's contact information and VIN.
2. Verify that the customer's name on their driver's license matches the vehicle registration and insurance card.
3. Call Retailer Direct (800-378-3377) to request the ownership update.
4. The CAD Advocate will send an email. Reply to CAD's email with a copy of the vehicle registration and insurance card. Do not send a copy the customer's driver's license. The Advocate can then process the update.

Please be aware that this Fast Track process is for retailers only. Customers contacting CAD for an ownership update will still need to provide a bill of sale or title to verify ownership.

DOCUMENTED COPIES:

- Obtain clear copies of the vehicle registration, and insurance card.
 - Scan the documents and save them digitally for response to the CAD email for confirming ownership.

3. VOLTE REPROGRAMMING:

- The technician performs 3G reprogramming using the designated software.

4. POST-REPROGRAMMING ACTIONS:

1. **Mandatory Techline Call for SIM Activation:** Immediately after the successful completion of the DCM 3G reprogramming, contact Techline. Provide the vehicle identification number (VIN) and confirm the reprogramming has been completed. Request Techline to activate the SIM card associated with the DCM. Techline will confirm the successful activation before proceeding.
2. **Capacitive Discharge:** Perform a capacitive discharge on the vehicle's electrical system. Follow the manufacturer's recommended procedure for your specific model. This step ensures the DCM resets and attempts to attach to the 4G network.
3. **If DCM was previously "factory reset" under TSB 15-212-23R then verify subscription status is "factory" and perform the comm check.**
4. **Enrollment:** Once the car is returned to the customer, the customer will wait five days before contacting STARLINK to complete enrollment.

IMPORTANT NOTES:

- **Skipping the Techline call for SIM activation or failing to complete a comm check on a "factory reset" DCM will prevent the DCM from connecting to the 4G network and will not allow the customer to proceed with the subscription process when contacting SXM.**
- **The capacitive discharge is critical to ensure the DCM recognizes the updated network configuration. Do not proceed with enrollment until the DCM is successfully connected to the 4G network.**

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5. SXM CUSTOMER ENROLLMENT (5 BUSINESS DAYS FROM PROGRAMMING):

- Customer to contact SXM after 5 business days from the programming completion to finish the enrollment process. SXM created a dedicated toll-free number: 800-327-4131.

6. CUSTOMER ENROLLMENT VERIFICATION (24 HOURS LATER):

- SXM will verify the operation of the telematics functionality after subscribing the customer. In the event of any concern the customer will be directed to the SOA retailer for additional troubleshooting.

7. TELEMATICS TROUBLESHOOTING

- If the customer VOLTE reprogramming verification fails, the retailer should confirm that the telematics LED is illuminated, test operation using the SOS button, and test remote services.
- If telematics is not functioning as expected, refer to STIS for additional diagnosis and seek additional support from Techline or your DSQM.
- Perform a parasitic draw test and Bluetooth hands-free operation test before calling Techline, as this information is required to proceed with diagnosis and repair.

8. DOCUMENTATION:

- Document all actions, test results, and customer communication throughout the process.
- Maintain copies of customer information sheets and service records for future reference.

9. COMMUNICATION:

- Keep the customer informed about the progress throughout the process, explaining any delays or challenges encountered.
- **Ensure the customer understands the steps and the expected outcome during service write up.**

NOTES:

- This process assumes SXM and AT&T service availability in the customer's location.
- Review all applicable TSBs with service staff regarding warranty extension, properly reprogramming software, where applicable enrollment.

Following this process, retailer service centers can efficiently handle concerns associated with this DCM Warranty Extension and when applicable assist the customer with SXM enrollment, ensuring customer satisfaction and maximizing service efficiency.

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WARRANTY / CLAIM INFORMATION:

Labor Description	Labor Operation #	Labor Time	Fail Code
FACTORY MODE INSTALL & DARK CURRENT DIAGNOSIS	B067-905	1.0	ZQQ-42
BATTERY TEST & REPLACEMENT	C800-203	.4	
OR			
BATTERY TEST & CHARGE - NO REPLACEMENT	C200-223*	.3	

***Battery test code required for claim entry**

Labor Description	Labor Operation #	Labor Time	Fail Code
3G SUNSET VOLTE SOFTWARE DCM SOFTWARE UPDATE	A067-928*	1.9	ZTX-43
3G SUNSET DCM REPLACEMENT	B067-904	0.5	
3G SUNSET VOLTE SOFTWARE DCM SOFTWARE UPDATE FAILURE / DCM REPLACEMENT	B067-904*	2.3	

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.

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Customer Commitment to STARLINK Telematics Enrollment
DATA COMMUNICATION MODULE (DCM) Warranty Extension

Please complete this form to initiate your STARLINK telematics enrollment.

Customer Information:		DCM Update Date:	
Customer Name:		Model Year	
Phone:		Carline	
Email:		Retailer Name	
VIN:		Retailer Code	

Please read carefully before signing.

This Customer Commitment indicates your intention to subscribe to STARLINK Telematics. This Customer Commitment must be completed to receive a DCM software update under the DCM Warranty Extension. You are not automatically enrolled in STARLINK by signing this Customer Commitment. You must complete the following steps to subscribe to a 2-year STARLINK subscription. You are responsible for all STARLINK subscription charges, estimated at \$198-\$298 (plus applicable taxes), depending on package chosen, and due at the time of enrollment. This subscription will auto-renew annually, unless you notify us otherwise, after the two-year term.

1. An authorized retailer will update the DATA COMMUNICATION MODULE at no cost.
2. Please ensure that the Retailer has updated the vehicle ownership using the Fast-Track Ownership Update Process
3. Update or Create your MySubaru Account at <https://www.mysubaru.com>. If you need help completing this step, contact the Subaru Customer Advocacy Department at www.Subaru.com/Contactus.

NOTE: It is important to ensure the account is setup correctly. This can be done by logging on to the account and using the “Manage Subscription” function.

4. Wait five business days and contact STARLINK Enrollment Support, at **800-327-4131**. Complete the STARLINK subscription process. You may be temporarily unable to complete the subscription process if you contact STARLINK Enrollment Support sooner than 4 days. Your STARLINK telematics services will be active once you complete this step. NOTE: A valid credit card, a My-Subaru Account, and a PIN will be required to complete the subscription process.

Subscription to STARLINK is your sole responsibility and must be completed directly with STARLINK Enrollment Support. By signing this sheet, you commit to initiating the subscription process at least five business days after the return of your vehicle. If not completed the customer agrees to allow STARLINK Enrollment Support to contact them directly at the phone number on file to complete the subscription and collect credit card information for STARLINK services payment.

If you have any questions, please do not hesitate to ask your service advisor.

Your signature below confirms your understanding and agreement with the terms outlined above.

Customer
Signature: _____

Advisor
Signature: _____

Print Name: _____

Print Name: _____

Date: _____

Date: _____

Please provide a copy of this page only to the customer and retain a copy for the claim submission.

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APPENDIX A

Fast-Track VIN Ownership Update Process

CAD is introducing a way to fast-track VIN ownership updates while the vehicle is in your service drive! Now, you can call Retailer Direct while servicing the car for a quick and easy ownership update, if necessary.

The steps are simple:

1. Confirm customer's contact information and VIN.
2. Verify that the customer's name on their driver's license matches the vehicle registration and insurance card.
3. Call Retailer Direct (800-378-3377) to request the ownership update.
4. The CAD Advocate will send an email. Reply to CAD's email with a copy of the vehicle registration and insurance card. Do not send a copy of the customer's driver's license. The Advocate can then process the update.

Please be aware that this **Fast Track process is for retailers only**. Customers contacting CAD for an ownership update will still need to provide a bill of sale or title to verify ownership.



PO Box 9103
Camden, NJ 08101-9877
844-373-6614
www.subaru.com

Important Notice:

Warranty Extension for the Telematics Data Communications Module (DCM) for certain 2016-2018MY Legacy, Outback, Impreza, Crosstrek & Forester 2017-2018MY WRX

Dear Subaru Owner:

As part of Subaru of America's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing a Warranty Extension for the DCM on certain 2016-2018MY Legacy, Outback, Impreza, Crosstrek and Forester vehicles and 2017-2018MY WRX vehicles.

Affected vehicles are equipped with a DCM and may experience a dead battery as a result the DCM continually trying to access the 3G network which is no longer available and have not received a previous DCM update. This will extend coverage on vehicles sold or leased in the United States.

Please **note that this is not a safety recall**, and it does not impact the safety of your vehicle. If your vehicle is operating as expected, you do not need to take your vehicle to a Subaru retailer for repairs.

NOTE: No action is required by you to receive the benefit of this warranty extension. The extension has been automatically applied to your vehicle.

DCM Warranty Extension Coverage

- This extension will cover the costs of a DCM update to address potential excessive battery drain and will cover the cost of a recharge or replacement of the 12V battery if it is determined the DCM was the root cause of the dead battery. In addition, should you wish to purchase a two-year subscription to Subaru's STARLINK telematics service for \$198 for Safety Plus or \$298 for Safety & Security Plus (excluding applicable taxes), this extension will cover the costs of reprogramming the DCM to make it compatible with the 4G network. Please notify your retailer if you wish to purchase this two-year STARLINK subscription. The coverage period extends the Warranty as it applies to the DCM to eight (8) years / 100,000 miles, whichever comes first from the vehicle Warranty Start Date.
- Inspections or repairs under this coverage period must be completed prior to the expiration of that eight-year period, or before 100,000 miles, whichever comes first from the vehicle Warranty Start Date.
- Effective from the date of customer notification, ALL affected vehicles, regardless of mileage or Warranty Start Date will be covered for a period of one (1) year.
- All inspections and repairs must be completed prior to the expiration of this Warranty extension.

If you have questions about this notice, please contact the DCM Warranty Extension Hotline at 877-551-7149. Additional information can be found online at: www.subaruclaims.autosolutionteam.com

Reimbursement Eligibility

- You may be eligible for reimbursement if you paid to have your vehicle's DCM updated or repl retailer.
- You must submit your application for reimbursement within six (6) months from the date of this letter.

To Apply for Reimbursement

Please complete the claim form online at www.subaruclaims.autosolutionteam.com and attach the required documentation listed below:

- Attach a copy of the receipt or invoice for the repair. A copy of the repair invoice or work order showing repair will meet this requirement. The invoice must show your vehicle model, vehicle identification number (VIN), the name and address of the facility that completed the repair, the cost of the repair (parts and labor), and the date the work was completed.
- Attach proof of payment, such as a copy of the canceled check, bank statement, cash receipt, or credit card receipt showing what you paid for the repair.

If you prefer to apply for reimbursement by mail, please send a completed Claim Reimbursement Form and copies of the required documentation listed above to:

**Subaru of America Inc.
DCM Warranty Extension
P.O. Box 9103
Camden, NJ 08103
Attn: Customer Advocacy Department**

Please allow 30-45 days for the reimbursement to be processed. Failure to include proper documentation may delay your reimbursement.

Sincerely,

Subaru of America, Inc.