

- 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: All Gen 3 Vehicles

NUMBER: 15-303-22R

SUBJECT: Valet Mode Operation and Passcode Resetting

DATE: 09/20/22

REVISED: 03/25/24

INTRODUCTION:

Starting with 2023MY, vehicles equipped with Gen3 Telematics and CP 1.5 Infotainment will have access to Valet Mode through the head unit. When activated, this feature will allow the customer to disable the navigation, audio, and vehicle setting functions when their vehicle is with a valet service, such as at a hotel or restaurant. Customers subscribed to STARLINK® Safety and Security Plus can make a custom geofence and set speed alerts notifications via push, text, and email when the alert parameters and / or boundaries have been exceeded.

Details for the setting Valet Mode through the Infotainment Touch Screen Display can be found in the STARLINK® Owner’s Manual. Additional information regarding the interaction of Valet Mode with STARLINK® Telematics can be found in the STARLINK® Safety and Security Manual. Both those sections are posted in the Appendix section of this bulletin for easy reference.

In the event of a customer forgetting the Passcode set for Valet Mode operation, many factors determine which Passcode reset procedure is to be used. Refer to the chart below to determine which Passcode reset procedure applies based on the vehicle’s current subscription status.

Starlink® Subscription Status	Valet Passcode Reset Procedure		
	Factory Reset of Head Unit	Head Unit Service Menu	MySubaru APP Reset
Not Subscribed	X	X	
STARLINK® Safety Subscription Only	X	X	
STARLINK® Safety & Security Plus Subscription	X		X

IMPORTANT: The head unit factory reset method will only work when Valet Mode is not activated. Vehicles subscribed to STARLINK® Safety and Security Plus must use the remote Passcode reset procedure in the MySubaru APP.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
--	--

Continued...

IMPORTANT NOTES:

Telematics Subscribed to STARLINK ® Safety and Security Plus:

If the customer forgets the Passcode while Valet Mode is activated, the vehicle will be unable to exit Valet Mode. The customer must use the MySubaru App while in the car to reset the forgotten Passcode to a new Passcode allowing the Valet Mode to be exited.

Telematics Subscribed to STARLINK ® Safety Only:

If the customer forgets the Passcode while Valet Mode is activated, the vehicle will be unable to exit Valet Mode. The customer must return to the retailer with the car in valet mode. The retail service member can then enter Dealership Mode via the touch screen and select a Passcode reset option. Once the Passcode has been reset to a known Passcode, the customer can use this number to exit valet mode and restore regular operation.

No Telematics Subscription:

If the customer forgets the Passcode while Valet Mode is activated, the vehicle will be unable to exit Valet Mode. The customer must return to the retailer with the car in valet mode. The retailer service staff member can then enter Dealership Mode via the touch screen and select a Passcode reset option. Once the Passcode has been reset to a known Passcode, the customer can use this number to exit valet mode and restore regular operation.

Resetting the Valet Passcode while Valet Mode is NOT active:

If the customer forgets what Passcode they set before Valet Mode is activated, the retailer service staff member can reset the Passcode by performing a Factory Reset of the CP 1.5 head unit. This option can only be used when the Valet Mode is not active. If Valet Mode is activated, the customer and / or service member will not have access to the factory reset menu.

Service Procedure For Entering Dealership Mode:

1. Turn the ignition switch to ON.
2. Press right side temperature control arrows while pressing the tuning knob six times.

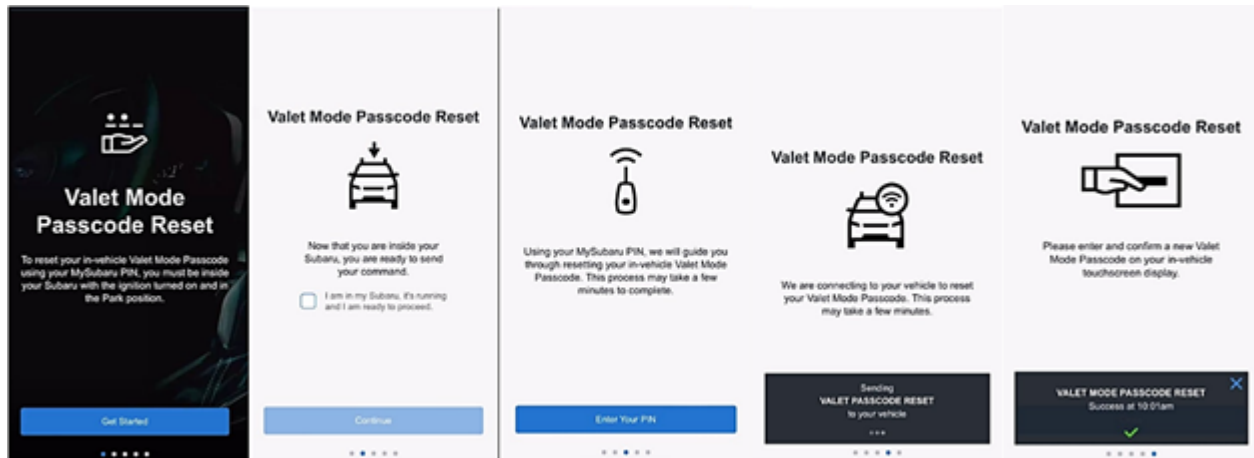
Service Procedure For Passcode Reset:

- Select Dealership Mode Menu
- Select “Settings Menu.”
- Select “Valet Mode Passcode Registration Menu.”
- Select “OK” to register your new Passcode.
- Passcode Setting Menu will open with the keypad to enter a new four-digit PASSCODE.
- Enter and confirm the new number.
- Once the new Passcode is set, the Dealership Menu will close and return to the “General” head unit settings menu.
- Completing the steps mentioned above should deactivate Valet Mode, and the Passcode is now changed to the desired number.
- Share this information with the customer so they can change the Passcode to something more of their choosing.

Continued...

Service Procedure For Passcode Resetting using the MySubaru App:

- Select “Menu” in the upper right corner of the screen.
- Select “My Profile Menu.”
- Select “Security Setting Menu.”
- Select “Valet Passcode Menu.”
- Valet Mode Passcode Reset Procedure will start. Follow directions as prompted on the screens.



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.

Continued...

Appendix

STARLINK® Safety and Security (Telematics) Owner's Manual:



Valet Mode

Having an exciting night on the town, or attending an important event, leaving your vehicle with a Valet service can provide more anxiety than necessary. Your vehicle is important and using in-vehicle Valet Mode services will help make sure that it isn't being misused and can alleviate some of that concern.



NOTE

In order to use Valet Mode services in your vehicle, a Valet Mode Passcode must first be set on the in-vehicle touchscreen display.

Valet Mode Status

Valet Mode is a vehicle feature that is activated and deactivated on the in-vehicle touchscreen display. Whether the feature is ON or OFF, the status is shown in MySubaru. For more information about Valet Mode, please refer to your vehicle's owner's manual.



NOTE

Activating Valet Mode will restrict the usage of certain MySubaru features and services, such as Trip Logs and Vehicle Alerts (Curfew, Speed and Boundary Alerts).

Valet Mode Passcode Reset

Remotely remove the Valet Mode Passcode from the in-vehicle touchscreen display in the event that it is forgotten.

- Log in to the MySubaru Mobile App
- Select "My Profile"
- Select "Security Settings"
- Choose the "Valet Passcode Reset" option
- Press "Get Started" and read and acknowledge the disclaimer
- Select "Continue"
- Click "Enter your PIN"
- The Valet Mode Passcode Reset command will be sent to your vehicle

Continued...

3-10. Valet Mode

When leaving your vehicle with a valet service, such as at a hotel or restaurant, you can set the valet mode, which disables the navigation, audio, and vehicle setting functions. The display cannot be operated, preventing the leakage of personal information. The valet mode is designed to help prevent personal information leaks.

■ Activation of Valet Mode



11.6-inch display models



Dual 7.0-inch display models

1. Touch "Valet Mode".



11.6-inch display models



Dual 7.0-inch display models

2. Enter the passcode.
3. Touch "OK".

■ Deactivation of Valet Mode



11.6-inch display models



Dual 7.0-inch display models

1. Touch "Valet Mode" or select OFF (11.6-inch display models). Touch "Deactivate" (dual 7.0-inch display models).
2. Enter the passcode.
3. Touch "OK".

NOTE

If you enter the passcode incorrectly three times in a row when setting or canceling valet mode, a message prompting you to contact a SUBARU dealer will be displayed, but it is still possible to enter the passcode even after the fourth attempt.

If you have forgotten your passcode, consult your SUBARU dealer.

Valet mode

Valet mode restricts operations of the system when valet parking is used, to prevent unwanted access to personal information stored in the system.

To enable/disable valet mode, enter a password preset by the user.

Refer to the vehicle Owner’s Manual.

