

T16 Warranty Extension (15-317-24R) Frequently Asked Questions

Q1. Is the DCM covered under the extension if it has a DTC B2AOC.

ANS: The extension is for battery drain caused by DCM searching for 3G network which is no longer available. B2AOC does not cause battery drain and hence is not covered under the terms of the extension.

Q2. Is the DCM backup battery (BUB) covered if failed.

ANS: The DCM Backup Battery (BUB) is a separate component with a different part number from the DCM and is a maintenance item with useful life of 4 years. The Backup Battery (BUB) is not covered under the terms of extension. The date code on the BUB indicates when it was manufactured. If it is less than 4-year-old or no DTCs are present related to the BUB, the BUB need not be replaced.



Q3. A customer has a dead battery, and the DCM is the cause of the dark current drain, they do not want a subscription. How to proceed – PAR possible?

ANS: If the DCM is causing the current draw and the customer does not want to be subscribed, the DCM can be programmed to “Factory Mode” which is covered by the extension. PAR claims are not needed.

Q4. If the vehicle has battery litigation coverage and coverage under the DCM warranty extension, which coverage applies in the event a battery needs replaced or recharged as a result of excessive DCM dark current?

ANS: If the vehicle is presented with a battery draw condition to the retailer and the cause is determined to be the DCM, the battery recharge/replace is covered by the terms of the DCM warranty extension. If the DCM is not determined to be the root cause of the drain the battery recharge/replace is not covered by the DCM warranty extension. Please refer to the vehicle inquiry in Subarunet for any other coverages that may apply to the VIN.

Q5. If the vehicle doesn't have active Starlink, and the DCM has been set to factory mode, but the draw is still present, do we replace the DCM?

ANS: No, Once the DCM is set to the FACTORY MODE successfully, the DCM is extremely unlikely to continue to draw excessive current. Technician can verify successful factory mode change by checking the PID for “Subscription Status” in the DCM. If the vehicle still exhibits excessive draw, DCM is not the cause and additional diagnosis need to be performed following the service manual procedures and published service bulletins (15-308-23) to identify the root cause.

Q6. Customers receive the DCM warranty extension, and they want their vehicle inspected for said concern, who pays for the diagnosis when no concern is found?

ANS: Retailers are advised that should a customer present for the DCM warranty extension, but an active excessive dark current draw is not observed by the technician, they can proceed with the appropriate DCM update (Factory Rest) proactively on a case-by-case basis.

Item	Value	Unit
Trip Count	1356	Time
Count	Common	
Time Count	85100	ms
Signal Strength	36	%
Diagnostic Alert Active	TRUE	
Power Source Status	DCM Curr...	
Subscription Status	Subscribed	

This should show "Factory Mode"

Q7. If a customer presents with a letter and asks about the statement related to inspection and repair, how do we respond?

ANS: Reassure the customer the extension has been automatically applied to their vehicle and there is no action required unless there is a current concern. Retailers perform regular checks of the battery health as part of MPI process. If there was a concern with the battery health, the customer would be informed because of those tests. No dark current testing is required under the terms of this extension unless the customer reports a current concern with a discharged battery. If the customer reports a concern of a history of recurring dead batteries, please refer to Q6.

Q8. What needs to be done to get the CPO vehicles certified if they have excessive draw from DCM.

ANS: The vehicles that are going through the CPO certification process will need to receive a DCM if the DCM is found to be the root cause for the excessive draw. Factory Reset cannot be used for CPO vehicles. Retailers will need to complete the rest of the CPO certification process before they can get the DCM released by the PICs.

Q9. Can a DCM Conversion Box be used in the 2016 – 2018 MY vehicles if the customer does not wish to be subscribed?

ANS: DCM Bypass box is not recommended to be used in 2016 -2018 MY vehicles. If the customer does not wish to be subscribed, the DCM needs to be reprogrammed to "Factory Mode" which is the recommended procedure for 2016 – 2018 vehicles.

Q10. Why are some of the 2016 – 2018 vehicles with telematics not covered under the extension. Vehicle inquiry does not show coverage for some vehicles even though they fall in the range of coverage.

ANS: The warranty extension covers the excessive battery drain caused by DCMs that are not VoLTE capable continuously looking for 3G network which is not available today. SOA had offered the software

update to make these DCMs VoLTE (4G) capable before the 3G network sunset. The customers who took advantage of this reprogramming opportunity or had a DCM replacement that was 4G capable will not encounter this condition and are excluded from the coverage. Please continue to refer to the VIN inquiry in Subarunet for applicable coverages for each VIN.

Q11: Is the customer eligible for the warranty extension if the vehicle is already out of the 8 year or 100,000 miles coverage? What should the retailer do to get warranty claims processed for such cases?

Ans: Irrespective of the time of mileage, all vehicles are covered for a period of 1 year (grace period) from the date of the customer letter under the terms of the extension. Even though the Vehicle Inquiry in Subarunet may not show this, retailers can proceed with submitting a normal warranty claim like other vehicles under the extension. From April 18, 2024, the claims system has been modified to automatically apply the grace period of 1 year to all vehicles where the extension has expired.