ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2019-24MY Ascent
2019-24MY Crosstrek
2019-24MY Forester
2019-24MY Impreza
2020-24MY Legacy & Outback
2022-24MY WRX
2022-24MY BRZ

NUMBER: 15-319-24

DATE: 05/14/24

SUBJECT: Remote Engine Start (RES) Function of Telematics Inoperable

INTRODUCTION:

This service information bulletin announces the diagnostic procedures to be followed when encountering cases of the Remote Engine Start (RES) system being the only non-functioning feature with telematics. If a customer reports this scenario, follow the procedures outlined in this bulletin.

IMPORTANT NOTES:

- The Data Control Module (DCM) in the applicable vehicles acts as a virtual ignition key fob, starting the car remotely similar to a traditional key fob.
- Accurate diagnosis of RES concerns requires confirming proper communication and function of the DCM, Keyless Access Control Module (KACM), and associated systems.

SERVICE PROCEDURE / INFORMATION:

STEP 1: Verify Power Supply:

Check fuse 4 in the interior fuse box (refer to TechTIPS pg. 8, Nov 2023) and any other fuse supplying power to the DCM, including the accessory power supply input to the DCM that is only powered with the vehicle in Accessory mode.

STEP 2: Check for Diagnostic Trouble Codes:

Conduct an ALL-SYSTEM SCAN using the SSM4 tool to identify any existing Diagnostic Trouble Codes (DTCs) or non-communicating systems.

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STEP 3: Verify Communication:

Connect to the DCM and KACM using the SSM4 to ensure proper communication.

STEP 4: Review Applicable Technical Service Bulletins:

Review the following Technical Service Bulletins (TSBs):

- **TSB 15-282-21R:** Starlink Remote Engine Start (RES) Diagnostic Information.
- **TSB 15-300-22R:** Starlink Remote Engine Start; Only runs 15 seconds after successful engine start. Note the focus on the testing procedure rather than the described condition.

STEP 5: Monitor Keyless Access Control Module Power Supply Data:

NOTE: You cannot use the in-car method of requesting RES as described in TSB 15-266-20R. It is too difficult to collect clean data using this method. Additional information regarding KACM data collection is provided in the **Appendix A** section of this bulletin.

- During at least 2 RES attempts, record 10 seconds of KACM power supply data using the SSM4, focusing on the ACCR PID.
  - ➢ It is requested to perform two attempts because the PID cycling is fast it may not be captured.
  - ➢ With additional aid from the customer or having access to their MySubaru account, request the first RES.
  - ➢ When the vehicle fails to start after a request is made, please wait at least one minute, and make a second request to ensure capturing the ACCR PID cycling.
- **Expected Operation:** During RES request after the horn chirp, the ACCR PID transitions from Off > On > Off for approximately 2 seconds.
- **Deviation:** If the ACCR PID remains unchanged, refer to **TSB 15-282-21R & 15-300-22R** for further diagnosis, ignoring the described condition and focusing on the testing procedure.

STEP 6: Voltage Measurements:

- If **TSB 15-300-22R** applies, collect all voltage measurements specified in the bulletin before contacting Techline.

STEP 7: Further Assistance:

- If unable to resolve the RES concern or have questions regarding the diagnostic results, contact Techline with the required vehicle information for further assistance.

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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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APPENDIX A

Procedure For Keyless Access Control Module Data Collection:

STEP 1: Using the SSM, begin the data collection process: Diagnosis > Each System > Keyless Access with Push Button Start (Power supply) > ALL PIDS

STEP 2: Confirm that elapsed time is incrementing on the data recorder, place the laptop inside the vehicle and turn the car off. The data will continue to be recorded when the vehicle is turned off.

STEP 3: Confirm the hood is closed. Lock doors with the key fob.

STEP 4: Perform at least 2 RES attempts using the Remote Service App. Wait at least 30 seconds between RES attempts.

IMPORTANT NOTES:

- Do not use the iButton method to request RES during data collection. Use the MySubaru app or Customer Web Portal instead.
- This bulletin does not address all potential RES concerns. Refer to the appropriate service manuals and diagnostic procedures for other related issues.
- This TSB is only meant to diagnose telematics systems where the only concern is Remote Engine Start failure to start the car. If all remote services are inoperable or multiple conditions exist, contact your DSQM or Techline before proceeding.

Following the outlined procedures will efficiently diagnose and address inoperative RES concerns in Subaru vehicles equipped with the Remote Engine Start functionality in the DCM.