

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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

|  |  |  |  |  |  |
|--|--|--|--|--|--|
|  |  |  |  |  |  |
|  |  |  |  |  |  |

© 2023 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

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

**NUMBER:** 15-312-23R

**DATE:** 06/26/23

**REVISED:** 11/12/24

**SUBJECT:** Data Control Module (DCM)  
 Dark Current Diagnosis

**INTRODUCTION:**

This bulletin announces repair procedures to be used when diagnosing dark current draw (parasitic draw) on vehicles equipped with Gen 1 Data Control Modules. **A DCM Factory Reset function has been implemented in SSM4** to assist in the diagnosis. **The previously used DCM Factory Mode Tool that operated separate from SSM4 will no longer be available after December 31st, 2024.** Refer to the work procedures outlined in this bulletin when performing dark current diagnosis on vehicles equipped with Gen 1 DCMs.

**DCM Factory Reset Function:**

**This tool previously ran as a separate application outside the standard suite of SSM4 but has now been implemented into the SSM4 application. The Factory Reset Function of SSM4 is designed to** put the DCM subscription status back into “Factory” status. If the DCM is determined to be the root cause of an excessive dark current (parasitic draw), the total dark current draw will be reduced below Subaru STIS diagnostic limits by disabling the DCM functions.

**NOTE:** This **function** is not to be used if there are current DTCs stored in the DCM or if there is no communication with the DCM.

**SERVICE PROCEDURE / INFORMATION:**

The following requirements **MUST** be met prior to performing the diagnostic procedures.

1. The customer is **NOT SUBSCRIBED** to Starlink Telematics
2. The vehicle is listed in the applicability section of this bulletin.
3. There are no current telematics DTCs.
4. The SSM4 can communicate with the DCM, and the subscription status is **UNSUBSCRIBED**.

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

## CAUTIONS:

1. Performing the following procedures on vehicles with a subscribed DCM will cause functions of the telematics services to not operate. If this occurs, the telematics operation can only be restored by contacting Subaru Techline (VIN and subscription status will be required). This will cause excessive downtime and repair expense.
2. DCMs with software version DCM\_06.00.17\_20190816 should not be subject to the conditions this service procedure attempts to repair. If a dark current is detected on a DCM with this software version, this service procedure may not fix the concern. Additional parasitic draw testing is necessary post-repair to ensure that the total battery dark current is within Subaru specification before releasing the car back to the customer.
3. Any current Telematics DTC can keep the DCM awake more prolonged than expected, contributing to the parasitic draw. All telematics DTCs should be resolved before deciding that the DCM is the root cause of the parasitic draw.

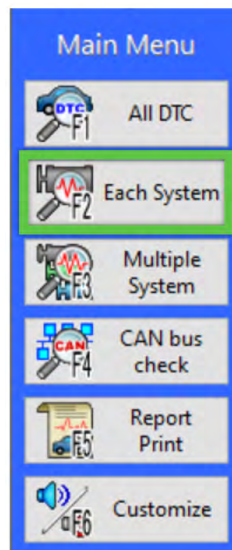
## FACTORY MODE TOOL PROCEDURE:

1. Connect the vehicle to the Midtronics DCA-8000 and select “Power Supply Mode.”
2. Connect the DST-i/DST-010 to the vehicle. Open the SSM application and confirm the applicable vehicle is selected and select “Diagnosis.”

**NOTE:** Route the DST-i/DST-010 cable through the driver’s window. This will help aid further procedures.

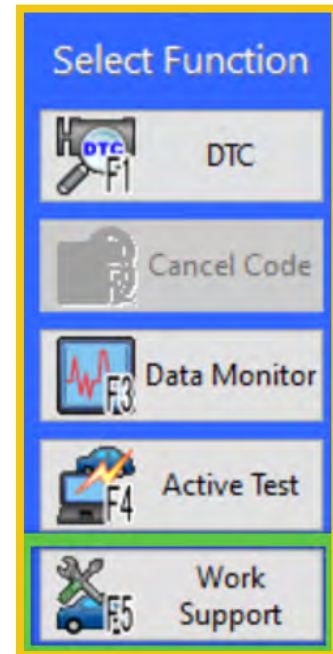
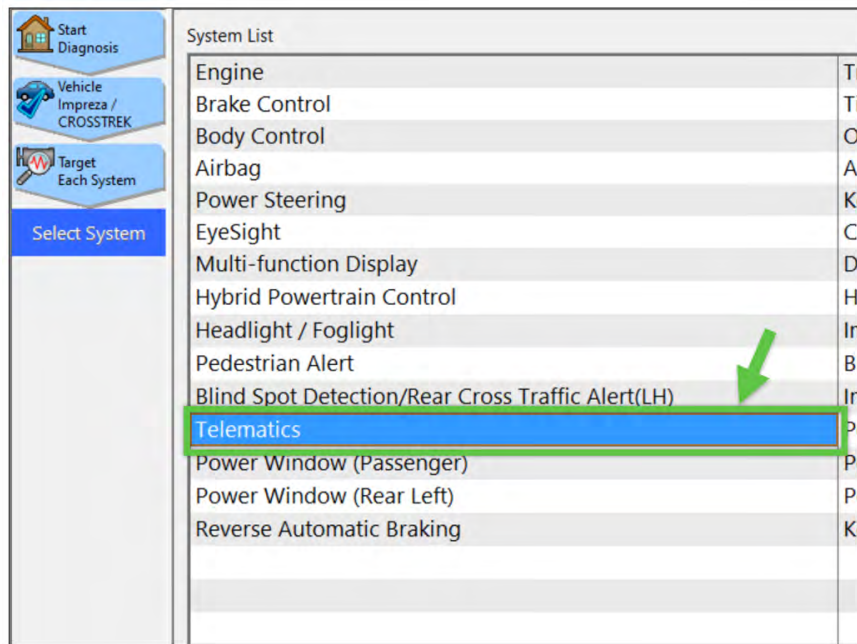


3. Select “Each System.”

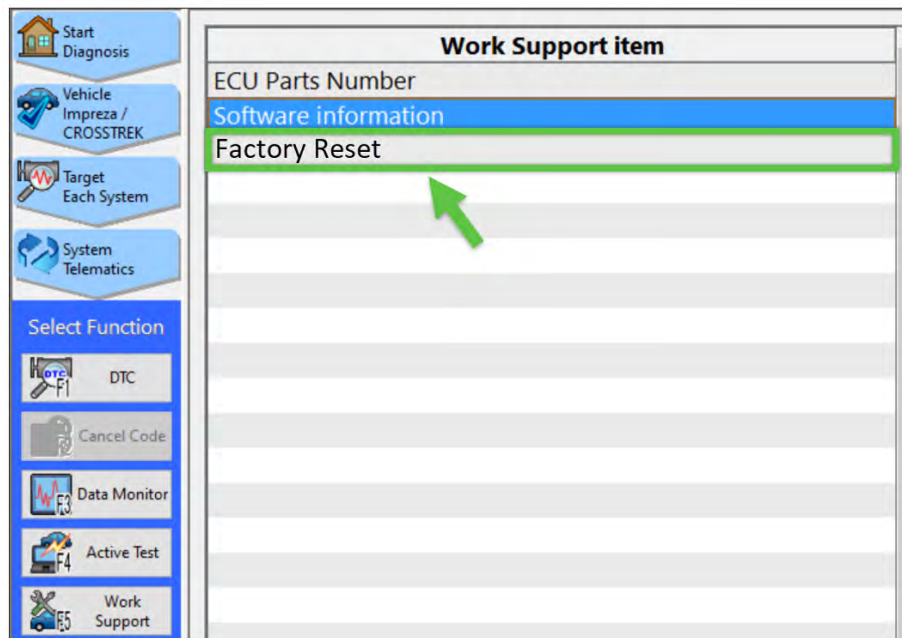


*Continued...*

4. Select "Telematics" then select "Work Support."

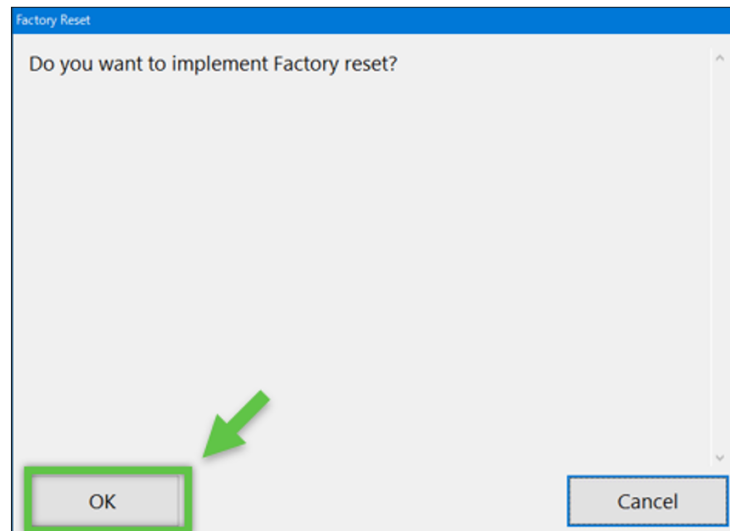


5. Select "Factory Reset."

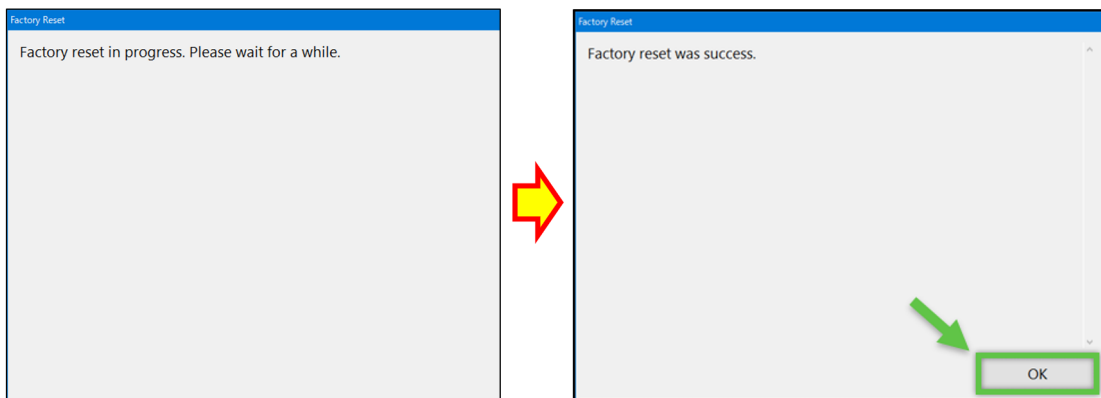


*Continued...*

6. A pop-up will display stating “Do you want to implement Factory Rest?” will be displayed. Press the “OK” button to continue.



7. A message will be displayed stating the Factory Rest was successfully executed. Click the “OK” button to continue. In cases of an unsuccessful attempt occurring, repeat the Factory Reset process.



8. SSM will prompt you to perform the following:
- Close all doors and the hood. Turn the ignition switch to the “OFF” position and then open and close the driver’s door.
  - Disconnect the DST-i/DST-010 from OBD connection of the vehicle.
  - Wait approximately TWO minutes for both of the Telematics LEDs located on the info/SOS button to turn off.
  - Reconnect the DST-i/DST-010 to the vehicle. Turn the ignition to the “ON” position. Check the DCM “Subscription Status” data monitor. Confirm the DCM subscription status reads “Factory.”



**CAUTION:** The Factory Reset is fully completed after the DCM sleep mode transition. SSM MUST be disconnected, and the vehicle MUST not be disturbed to allow this process to complete successfully.

*Continued...*

9. Once the Current Mode is confirmed as Factory Mode, remove the overhead trim panel and disconnect the SOS / i-Button switch so it is not accidentally depressed.

Wrap the switch assembly connector using a tape that can be written on, leaving a pigtail piece accessible to write the TSB number on. Use a permanent marker like a “Sharpie” to indicate this TSB number for future reference. This tape will prevent any unwanted electrical connections and identify the TSB has been applied. This will also indicate why it should remain disconnected. See the example image below.



Once completed, recheck for the presence of parasitic draw and proceed accordingly. **DO NOT RELEASE THE VEHICLE BACK TO THE CUSTOMER WITHOUT VERIFYING THAT THE PARASITIC DRAW IS WITHIN SUBARU SPECIFICATIONS.**

**NOTE:** This Factory Mode Setting is not permanent because pushing the iButton will be interpreted as a comm check attempt and will change the subscription status. If this occurs, the DCM may again exhibit excessive dark current draw. It is important to disconnect the telematics switch assembly, so this does not happen.

#### **REACTIVATION PROCEDURE:**

1. Inspect the vehicle for the presence of a taped electrical connection at the telematics switch assembly. Remove the tape and reconnect.
2. If the switch is not disconnected and taped, the Technician can also confirm by using the SSM4 and verifying that the Telematics Subscription Status PID is set to “Factory.”
3. To restore Telematics operation to the vehicle, the Technician will
  - A. Reconnect the Telematics LED/Button assembly.
  - B. Replace the DCM.
  - C. Complete the Comm Check.
  - D. Confirm telematics operation by placing an iButton call and, if necessary remote services operation by asking the customer to request telematics services using the MySubaru App.

*Continued...*

## WARRANTY / CLAIM INFORMATION:

For vehicles outside a Warranty period, this repair may be submitted using a Policy Adjustment claim type. For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

| Labor Description                             | Labor Operation # | Labor Time | Fail Code |
|---|-------------------|------------|-----------|
| FACTORY MODE INSTALL & DARK CURRENT DIAGNOSIS | A067-905          | 1.0        | ZQQ-42    |

| Labor Description                           | Labor Operation # | Labor Time | Fail Code |
|---|-------------------|------------|-----------|
| MULTIPLE FACTORY SETTING ATTEMPTS & DCM R&R | A067-251          | 1.4        | ZQQ-43    |

## 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.