

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 INFORMATION BULLETIN

APPLICABILITY: 2023-25MY Legacy & Outback
 2023-25MY Impreza & Crosstrek
 2025MY Forester
 2024-25MY WRX
 2023-25MY Ascent

NUMBER: 15-324-25
DATE: 03/18/25

SUBJECT: GEN 3/GEN 3+ DCM CommCheck Procedures

INTRODUCTION:

This Service Information Bulletin details a new procedure for conducting a CommCheck on vehicles equipped with a GEN 3/GEN 3+ DCM. If the CommCheck is not performed correctly after DCM replacement or during the PDI process, it may not complete successfully and revert to Factory Mode, causing the telematics system to be nonoperational. **On most 25MY or later models, if the DCM reverts to factory mode at any point, you must perform the immobilizer registration after the CommCheck is complete.** Failure to perform the immobilizer registration will cause the remote start function to be nonoperational and eventually set DTC B2A16.

Carline	MY 2016	MY 2017	MY 2018	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	MY 2024	MY 2025
Ascent	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
Crosstrek	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3+
Crosstrek Hybrid	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3
Forester	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2+	Gen 2+	Gen 2+	Gen 3+
Forester SHEV	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Gen3+
Forester Wilderness	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2+	Gen 2+	Gen 2+	Gen 2+
Impreza	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen3	Gen 3+
Legacy	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
Outback	Gen 1	Gen 1	Gen 1	Gen 1	Gen2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
WRX	n/a	Gen 1	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2+	Gen 2+	Gen 3	Gen 3+
BRZ	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2+	Gen 2+	Gen 2+	Gen 2+

Note: This doesn't apply to 25 MY Forester Wilderness and 25MY BRZ as they are still Gen 2+

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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SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

CommCheck During PDI:

Step 1) After turning the ignition switch on, check that the LEDs light up momentarily. This will confirm that the DCM has turned on; please allow at least 30 seconds for this to occur.

Step 2) Check that the green LED is lit before performing CommCheck. If the LED status is not green, proceed to step 5

Step 3) Press and hold the “i” button for over 2 seconds to start the CommCheck. The red and green LEDs will begin to flash.

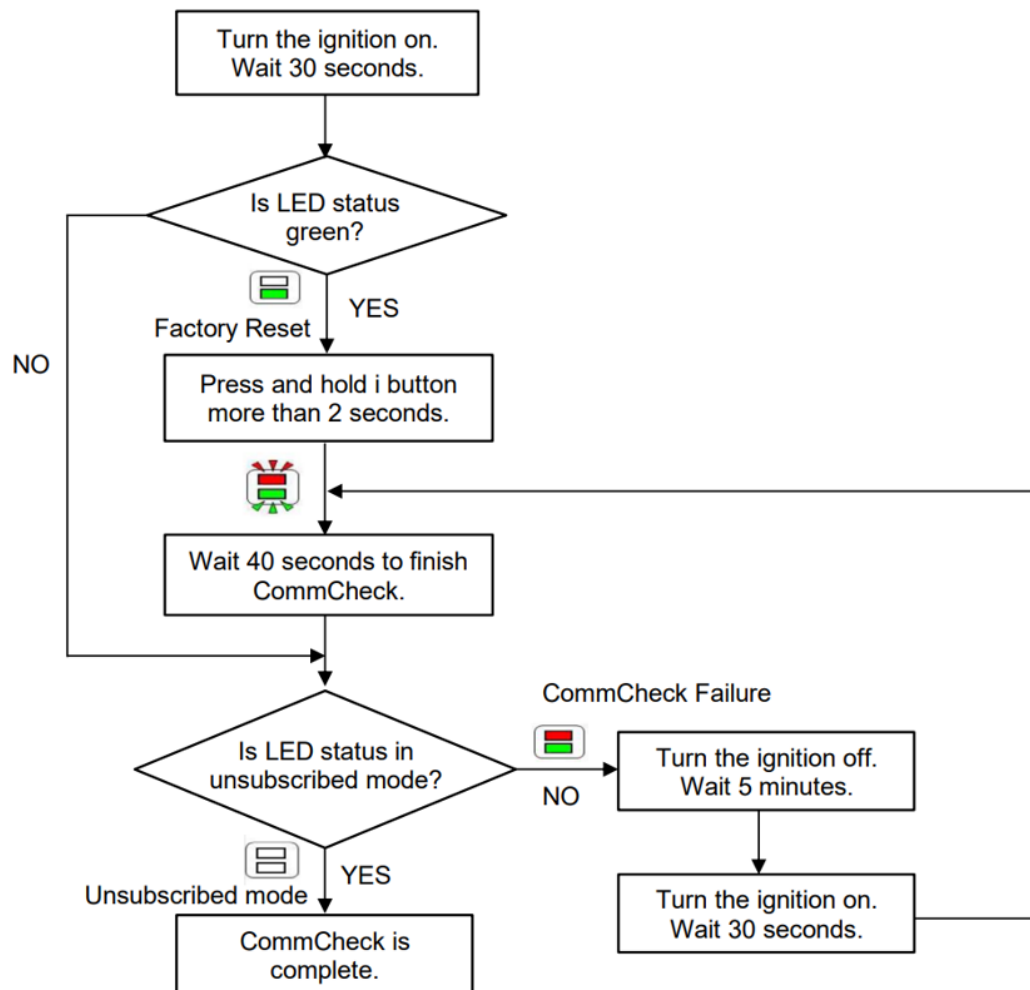
Warning: Do not press the “i” button again until CommCheck is completed. Doing so will set the DCM back into Factory Mode.

Step 4) Depending on the LED status, perform the next step accordingly:

Both LEDs Flashing		CommCheck is in progress (Continue to wait)
Both LEDs Are OFF		CommCheck is complete (The vehicle is unsubscribed: CommCheck is complete)
Both LEDs Are Solid		CommCheck has failed (Please try again if the CommCheck continues to fail perform sets outline in If CommCheck Fails section)
Green LED Is ON		DCM is in Factory Mode (CommCheck is not complete and DCM is in Factory Mode)

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Step 5) If both LEDs are OFF this indicates the vehicle is unsubscribed and the CommCheck has completed. If both LEDs are Solid this indicates the CommCheck has failed, please turn the ignition switch off for 5 minutes. Then turn the ignition switch on, the LEDs should begin to blink indicating the CommCheck has restarted. If CommCheck continues to fail, please refer to the steps in the ‘If CommCheck Continues to Fail’ section.



Note: Please ensure the Subaru Select Monitor is **NOT** connected to the vehicle while performing the CommCheck, as this could interfere. The Subaru Select Monitor should only be connected to confirm the CommCheck completion.





Step 1) After turning the ignition switch on, check that the LEDs light up momentarily. This will confirm that the DCM has turned on; please allow at least 30 seconds for this to occur.

Step 2) Press and hold the “i” button for over 2 seconds to start the CommCheck. The red and green LEDs will begin to flash.

Warning: Do not press the “i” button again until CommCheck is completed. Doing so will set the DCM back into Factory Mode.

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Step 3) Depending on the LED status, perform the next step accordingly:

Both LEDs Flashing		CommCheck is in progress (Continue to wait)
Both LEDs Are OFF		CommCheck is complete (The vehicle is unsubscribed: CommCheck is complete.)
Both LEDs Are Solid		CommCheck has failed (Please try again if the CommCheck continues to fail perform sets outline in If CommCheck Fails section)
Green LED Is ON		DCM is in Factory Mode or CommCheck is complete if vehicle has active subscription. (CommCheck is complete or the DCM is in Factory Mode)

Step 4) If CommCheck completes perform the immobilizer Registration following the instructions found in Registration Manual for Immobilizer.

Step 5) Using the Subaru Select Monitor please check the following PID “Subscription Status” and “Immobilizer Key Registration Status” in the telematics current data display. If either Unsubscribed or Subscribed is displayed for Subscription Status, the CommCheck was successful. If Factory Mode is displayed for Subscription Status, please retry CommCheck. If Registered is displayed for Immobilizer Key Registration Status the immobilizer registration was successful. If No Registration is displayed, please attempt immobilizer registration again. If both LEDs are Solid this indicates the CommCheck has failed, please turn the ignition switch off for 5 minutes. Then turn the ignition switch on, the LEDs should begin to blink indicating the CommCheck has restarted. If CommCheck continues to fail, please refer to the steps in the ‘If CommCheck Continues to Fail’ section.

If CommCheck Continues to Fail:

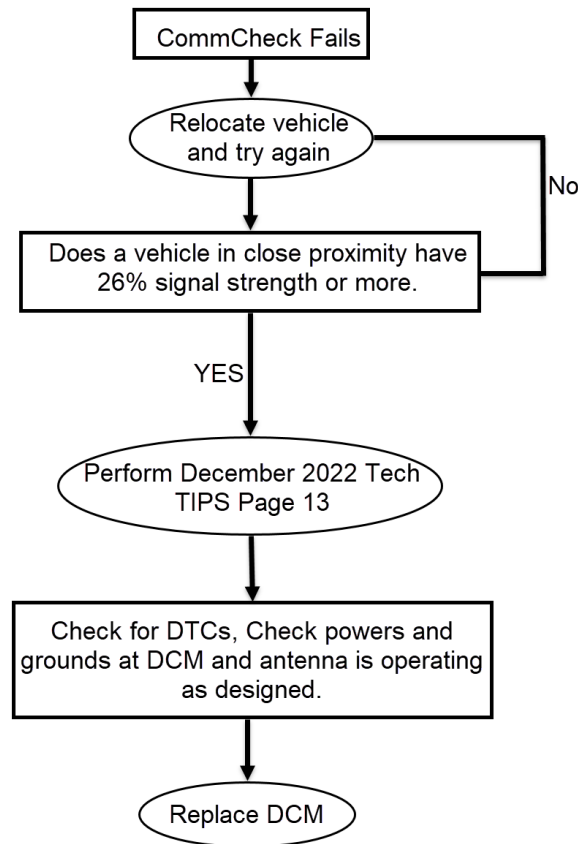
Step 1) If CommCheck fails, relocate vehicle and try again.

Step 2) Confirm the signal strength with a telematics-equipped vehicle in close proximity. A signal strength of 23% is sufficient to complete the CommCheck.

Step 3) If CommCheck still fails after relocating the vehicle and confirming adequate signal strength, refer to the December 22 TechTIPS on Starlink Telematics - Comm Check, Test Calls, Remote Services requests, and Failed calls and perform the steps outlined in [December 2022 Tech TIPS Page 13](#).

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Step 4) If CommCheck continues to fail, ensure there are no current telematics DTCs, confirm powers and grounds at DCM and the antenna is operating as designed, if this is confirmed true then replace the DCM perform CommCheck and immobilizer registration.



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.