SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: All 2019-25MY Vehicles with Gen 2 & Gen 3 Telematics	**NUMBER:** 15-219-18R
	DATE: 06/21/18
SUBJECT: Error Code 202 and / or 204 Generated During Gen 2 Telematics Subscription Process	**REVISED:** 09/30/25

INTRODUCTION:

When attempting to complete the STARLINK Telematics subscription process, an Error Code 202 and / or 204 may occur preventing the process from completing successfully. These codes both relate to the multi-stage CommCheck process which introduces the Data Communications Module (DCM) to the AT&T cellular network the Telematics system operates on. The Telematics Service Provider (TSP) cannot communicate with the vehicle (DCM) until the CommCheck completes successfully. Use the table below to determine Telematics system / generation applicability.

Carline	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023
Ascent	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3
Crosstrek	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3
Crosstrek Hybrid	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2
Forester	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2
Impreza	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3
Legacy	Gen 1	Gen 2	Gen 2	Gen 2	Gen 3

SERVICE PROCEDURE / INFORMATION:

VERY IMPORTANT: Any Technician or other retailer personnel who, despite service documentation and training to the contrary, performs a DCM swap on a subscribed vehicle should NEVER release that vehicle back to the customer until after confirming the proper operation of the Telematics system. If the issue is first discovered only after the vehicle has been released to the customer, then the retailer MUST contact the customer immediately to inform the customer the ACN/AACN feature may not be functioning properly, and that the vehicle must be returned for inspection as soon as possible.

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NOTE: All DCMs have the CommCheck process completed during Pre-Delivery Inspection (PDI) at either the factory end-of-line or the ports. CommCheck is then confirmed at the Retailer during their PDI.

The following factors should be considered as potential causes of the current condition (error codes). One of the possible causes listed below (e.g. DCM was swapped) will require review of the vehicle history since receipt at the allocated Retailer.

- CommCheck was not completed successfully.
- DCM has lost power and / or ground connection.
- DCM is unable to establish network connection to complete CommCheck.
- DCM was swapped between this vehicle and some other(s). DCM is now disabled.
- Local conditions preventing network communications (no clear cellular signal available).
- Network conditions preventing communication (DCM sim not recognized or otherwise prevented from making network connection).
- Failure of data flow between DCM Vendor, AT&T, SOA, TSP, or some combination thereof.

Important: When retailers encounter concerns during the sale or delivery process, do not cancel the subscription. This action often complicates the diagnosis and repair process.

INSPECTION PROCEDURE:

Step 1: Using the Subaru Select Monitor, perform an All DTC Scan. Ensure there are no DTCs present in the telematics system, and confirm communication with the DCM. Save the DTC scan to a project file.

- If DTCs are present in the telematics system, perform diagnosis as per the applicable service manual.
- If no DTCs are present, procced to step 2.

Step 2: With the Subaru Select Monitor still connected, go to Telematics Data Monitor. Select all data PIDs. Record at least one minute of data. Save the data recorded to the project file started in Step 1. In the recorded data what is the value of "Subscription Status?"

- If the "Subscription Status" value is "Factory," disconnect the Subaru Select Monitor and attempt a CommCheck. After CommCheck is complete, recheck "Subscription Status" value, if the value is still "Factory" perform steps found in November 2023 TechTIPS Starlink Telematics – Comm Check, Test Calls, Remote Service requests, Failed Calls.
- If the "Subscription Status" value is Unsubscribed go to step 3.

Step 3: Check "Signal Strength" value in the data display.

- If "Signal Strength" is 0% perform steps found in Antenna Wiring Test Plan found in September 24 TechTIPS.
- If "Signal Strength" is between 1% and 25%, relocate the vehicle until the signal strength improves. If the signal strength does not go over 25% perform steps found in Antenna Wiring Test Plan found in September 24 TechTIPS.
- If "Signal Strength" is over 26% go to step 4.

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Step 4: Reattempt Enrollment

- If enrollment is successful, test all functions of the telematics system.
- If enrollment is unsuccessful, contact TechLine via TechShare using [Techline Case Submission Now Through Techshare Special Edition TechTIP](#) for instruction on opening a case. Ensure the project file, with the saved DTC scan and minute of data from steps 1 and 2, is attached to the case.

NOTE: The only effective way to confirm repair of a Telematics concern is to verify operation of remote services through execution by using the MySubaru Mobile App or the MySubaru customer web portal. **Using the SOS button or i-Button successfully should in no way be considered a full or functional test of remote services.** There are many conditions which can occur that will still allow the SOS and/or "i" button to function and reach a STARLINK operator although, some or all of the remote services may not function. Remote service operational status can only be confirmed by execution of a remote service request through either the MySubaru APP or the customer web portal.

WARRANTY / CLAIM INFORMATION:

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
2019MY TELEMATICS COM CHECK	A067-903	0.4	ZRT-85
TELEMATICS DATA COMMUNICATION MODULE R&R	B067-901	0.5	ZQQ-43
TELEMATICS SYSTEM TESTING & DIAGNOSIS	C067-900	0.4	

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.