



To: All Subaru Retailers - Service Managers
From: Subaru of America, Inc.
Date: October 22, 2025
Re: Connected Vehicle Services – Potential Malfunction

We are writing to notify you that a limited number (fewer than 4,000) of 23MY & 24MY Outback and Legacy Customers were impacted by an issue that may have caused their connected vehicle services to stop working because the data communication module (DCM) inside their Subaru malfunctioned.

We are currently working to determine how to restore their services, which may require the installation of a new DCM in their vehicle. Until that repair can be completed, all remote services (e.g., Remote Engine Start, Automatic Collision Notification, etc.) will be unavailable.

The customer has been made aware that their services are not currently functioning by receiving the following pop-up message whenever they start their vehicle:

"A Subaru STARLINK service update is in progress. Safety and Remote services are not available at this time. The green status light on the overhead console will illuminate when the update has completed."

Once a solution has been identified, a customer notification will be sent. There is no need to schedule a service appointment for these customers at this time.

Retailers are recommended to use the procedure outlined in bulletin number 15-266-20R to verify the operation of the telematics system.