

- 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 BULLETIN

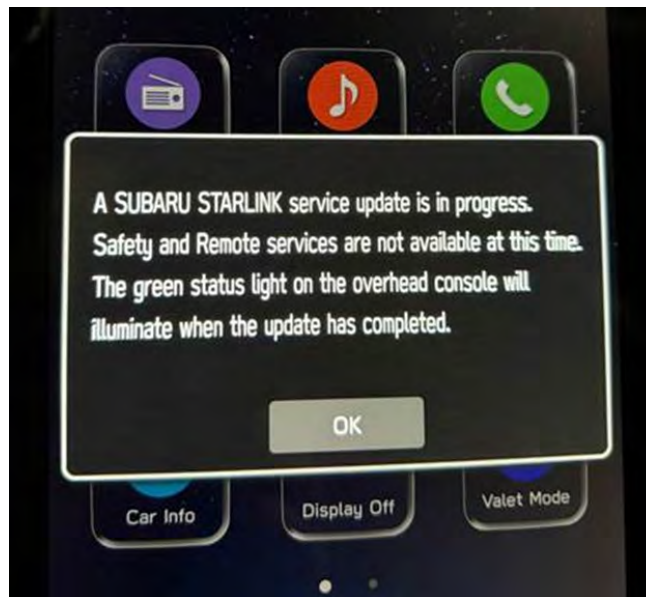
APPLICABILITY: 2023-25MY Ascent
 2024-26MY Impreza
 2024-25MY WRX
 2025-26MY Forester
 2024-26MY Crosstrek (including Wilderness models)
 2023-25MY Outback & Legacy (including Wilderness models)

NUMBER: 15-330-25
DATE: 10/28/25

SUBJECT: CP1 Memory Initialization when restoring operation after a failed DCM FOTA update

INTRODUCTION:

Customers may report message, “A Subaru Starlink service update is in progress...” appearing on the infotainment screen, as a result of a concern caused by an earlier failed DCM FOTA update. Technicians may find the message appearing, even after the DCM has been replaced. This Service Bulletin is to inform you of a procedure to restore CP1.5’s normal operation by initializing the head unit. This bulletin describes procedures to clear this message and allow any infotainment FOTA update to proceed as scheduled on its own. Failure to follow the procedures outlined in this bulletin, may result in the infotainment system going into initialization and result in a more involved and time consuming repair.



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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Performing CP1 Memory Initialization is required to clear internal memory.

However certain additional steps should be also taken, when CP1 software update via USB is attempted right after CP1 Memory Initialization was performed.

SERVICE PROCEDURE/INFORMATION:

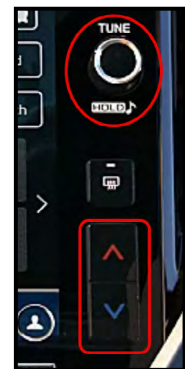
It is recommended to perform memory initialization with the **Ignition ON** and **Engine OFF**. Connect the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System to the vehicle, utilizing the Power Supply Mode feature to ensure consistent voltage while performing this procedure.

In case you perform the reprogramming work with **Engine ON**, make sure that the area is well ventilated.

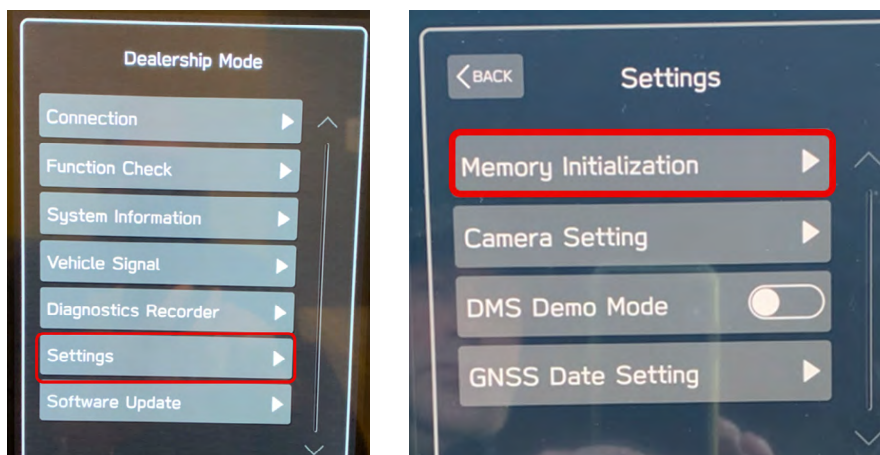
Memory initialization restores internal memory while clearing all custom settings.

Step 1. Please record all customized CP1 settings as applicable to prevent its loss for example: Radio Presets, Sound Levels, NAVI location favorites, etc.

Step 2. Memory initialization feature is accessible via Dealership Mode. From CP1 display **PRESS** and **HOLD** the **RIGHT**-side temperature control buttons (both up and down) and press the Tune / Scroll knob 6 times then release all to display the Dealership Mode Menu.



Step 3. Select Settings to access Memory Initialization screen as shown.



Step 4. Perform the memory initialization from Dealership Mode.

Step 5. Turn **Ignition OFF**, open and close door, then wait for 3 mins.

Step 6. Check HU FOTA update status using Subarunet Vehicle Inquiry under Connected Vehicle as shown below.

OTA Software Updates				
Name	ECU Type	Status	Start Date	Completed On
Vehicle Software Update	DCM	Completed	09/01/2025	09/16/2025 at 11:59 PM
Vehicle Software Update	HU	Completed	06/09/2025	06/16/2025 at 09:46 PM

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NOTE: IF THE HU FOTA STATUS IS “COMPLETED” OR “PENDING” PLEASE PROCEED TO STEP 11 OTHERWISE PROCEED TO STEP 8.

Step 8. Turn the ignition ON and wait for 45 minutes. Ensure the battery does not deplete during this time by keeping the vehicle connected to a battery charger or running in a well-ventilated area.

Step 9. Turn **Ignition OFF**, open and close door, then wait for 3 mins.

Step 10. Follow TSB 15-305-22 to perform CP1.5 Software update via USB.

Step 11. Turn Ignition ON to restore all customized settings as applicable to complete this recovery procedure.

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
CP1 Memory Initialization Only	A831-386	0.3H	ZWC-48
CP1 Memory Initialization and CP1 software update via USB port	A831-286	1.5H	ZTZ-48

IMPORTANT REMINDERS:

- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS
- 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.