

**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:** All Gen3 and Gen4 equipped vehicles

**NUMBER:** 18-226-25R

**DATE:** 02/12/25

**SUBJECT:** DTC B2A16 (Immobilizer Key Collation Diagnosis) Service Manual Correction

**REVISED:** 12/08/25

### INTRODUCTION:

This Service Information Bulletin provides the Service Manual Correction to the diagnostic procedure for DTC B2A16 (Immobilizer Key Collation Diagnosis). The immobilizer re-registration process must be completed during the diagnosis and repair procedure. Refer to the procedures outlined in this bulletin when diagnosing DTC B2A16. This correction will be added to the Service Manual at a later date.

Carline	MY 2016	MY 2017	MY 2018	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	MY 2024	MY 2025	MY 2026
Ascent	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	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+	Gen 3+
Crosstrek Sport Hybrid	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Gen 3+v2
Crosstrek Hybrid	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3
Forester	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2+	Gen 2+	Gen 2+	Gen 3+	Gen 3+
Forester SHEV	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Gen 3+	n/a
Forester Wilderness	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2+	Gen 2+	Gen 2+	Gen 2+	n/a
Impreza	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3+	Gen 3+
Legacy	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+	n/a
Outback	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+	Gen 4
WRX	n/a	Gen 1	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2+	Gen 2+	Gen 3	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+	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.

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## SERVICE PROCEDURE / INFORMATION:

Listed below, is a section of the current Service Manual with the correction outlined in **RED**. This information is to be used in conjunction with the current Service Manual.

Refer to STIS: DIAGNOSTICS > TELEMATICS SYSTEM (DIAGNOSTICS) > Diagnostic Procedure with Diagnostic Trouble Code (DTC) > DTC B2A16 IMMOBILIZER KEY COLLATION

<b>1</b>		<b>BASIC INSPECTION.</b>
Work		<p>Before performing the diagnosis, perform basic inspection. Refer to TELEMATICS SYSTEM (DIAGNOSTICS)&gt;General Description&gt;INSPECTION</p> <p>NOTE:</p> <ul style="list-style-type: none"> <li>- Check the battery and its installation condition.</li> <li>- Check the related fuse. Refer to WIRING SYSTEM&gt;Telematics System&gt;WIRING DIAGRAM</li> <li>- Visually check that the related connectors are properly connected.</li> </ul> <p>Also, check the related ground terminal for looseness and corrosion.</p>
Check		Is the check result OK?
Yes		Go to 2.
No		Repair the defective part. After the repair, go to 5.

<b>2</b>		<b>CHECK DTC.</b>
Work		<ol style="list-style-type: none"> <li>1. Turn the ignition switch to ON.</li> <li>2. Read the DTC of [Telematics] using the Subaru Select Monitor. Refer to TELEMATICS SYSTEM (DIAGNOSTICS)&gt;Diagnostic Trouble Code (DTC)</li> </ol>
Check		Is DTC B2A16 displayed? (Current code)
Yes		Go to 3.
No		<p>Even if DTC is displayed, the circuit has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again.</p> <ul style="list-style-type: none"> <li>• NOTE: In this case, temporary poor contact of connector, temporary open or short circuit of harness may be the cause</li> </ul>

<b>3</b>		<b>CHECK DCM POWER SUPPLY.</b>
Work		<p>Using the Subaru Select Monitor, check the following items in the [Data monitor] of [Telematics]. Refer to TELEMATICS SYSTEM (DIAGNOSTICS)&gt;Data Monitor.</p> <ul style="list-style-type: none"> <li>• Battery voltage</li> </ul>
Check		Is the voltage 9 - 16 V?
Yes		Go to 4.
No		Replace the battery and go to 4. Refer to STARTING/CHARGING SYSTEMS(H4D0)>Battery.

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<b>4</b>	<b>PERFORM IMMOBILIZER SYSTEM RE-REGISTRATION.</b>	
	Work	Perform re-registration of immobilizer system for DCM using the Subaru Select Monitor. Refer to the "REGISTRATION MANUAL FOR IMMOBILIZER" for more details. NOTE: "Telematics CM," described in "REGISTRATION MANUAL FOR IMMOBILIZER", is described as "DCM" in the Service Manual.
	Check	Is registration complete?
	Yes	Go to 5.
No	Refer to "Correspondence table when registration is not possible" in the "REGISTRATION MANUAL FOR IMMOBILIZER."	

<b>5</b>	<b>CHECK DTC.</b>	
	Work	1. Cycle the ignition Off and wait 1 minute. 2. Turn ignition on clear all DTCs 3. Cycle ignition off and wait 1 minute. 4. Turn ignition on Read the DTC of [Telematics] using the Subaru Select Monitor. TELEMATICS SYSTEM (DIAGNOSTICS)>Diagnostic Trouble Code (DTC).
	Check	Is DTC B2A16 displayed?
	Yes	Replace the DCM. Refer to ENTERTAINMENT & MONITORING>Data Communication Module.
No	Go to 6.	

<b>6</b>	<b>CHECK DTC.</b>	
	Work	Turn ignition on using the Subaru Select Monitor, read the value of Immobilizer Key Registration Status
	Check	Is the Value of [Immobilizer Key Registration Status] Registered?
	Yes	Go to 7.
No	Go to 4.	

<b>7</b>	<b>CHECK DTC.</b>	
	Work	Test all function of telematics system
	Check	Is the telematics system working as designed
	Yes	Function returned to normal.
No	Go to 1.	

Note: For in-depth testing of telematics functions and operations, refer to TSB 15-266-20R.

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**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.