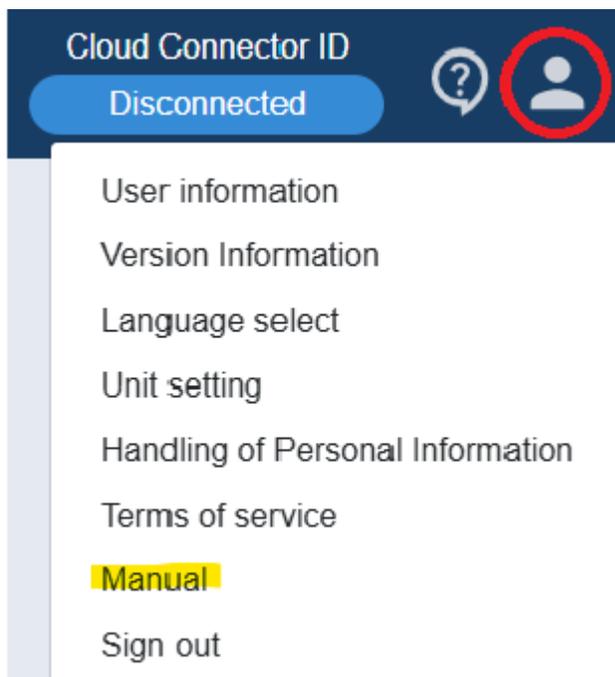


To: All Subaru Retailers
From: Subaru of America, Inc. – Service Quality
Date: **January 12, 2026**
Re: **EEA-26 Product Enhancement – Difficulties with software update**

Techline has been receiving multiple calls related to issues with completing the software update and/or vehicle communication.

Before contacting Techline, retailers are encouraged to confirm that the most recent updates have been pushed to the laptops and that the DST-010 interface firmware has been updated. The SSM5 user manual can be found by clicking on the profile icon in the upper right corner and selecting “Manual”.



Chapter 7 in this document has valuable information related to errors that occur during reprogramming and provides recommended actions to attempt to resolve the issue. If the issues persist, record the error code from SSM5 and contact PDI Technologies (formerly known as Nuspire) at 877-782-7404, to verify that there are no issues with the equipment and network.

After confirming with PDI Technologies that there are no underlying issues with the equipment or network, do not hesitate to contact Techline for additional assistance.