

## SPECIAL EDITION

### Techline Case Submission Now Through TechShare

Subaru of America, Inc. is proud to announce that the next phase of TechShare™ is here!

TechShare™ is Subaru of America's vision for a fully integrated service solution that will address the needs of technicians to efficiently maintain and repair Subaru vehicles.

This phase creates a path forward for our retailers, and most importantly for Subaru technicians, to connect with Techline via TechShare™. Subaru of America has **released the next phase of using TechShare™ to open a Techline case. See below for the list of available case types and what is required.**

- **Infotainment**
- **Lost Keys**
- **CID/CVN Verification**
- **Transmission**
- **Telematics**

Submitting a case through TechShare is the start of the conversation with Techline. If the vehicle concern falls into one of these case types, please create a case through Techshare prior to calling. Techshare cases are assigned in the order they were submitted. Due to the volume of requests for assistance, if seeking immediate assistance, technicians are encouraged to call Techline after submitting the case through TechShare.

### Currently, technicians can log into TechShare™ to:

- **Create a Techline case for Techline to review and provide guidance.**
- **Receive notifications when the case has been updated by Techline.**
- **Comment on the case in TechShare for Techline to view.**

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**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

The Subaru TechTIPS newsletter is intended for use by professional Technicians ONLY. Articles 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 your vehicle has or will have that condition. Impreza, Legacy, Justy, Loyale, Outback, Forester, Subaru SVX, WRX, WRX STI, Baja, Tribeca, BRZ, XV Crosstrek and "Quality Driven" are Registered Trademarks.

**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.



QUALITY DRIVEN® SERVICE

*We Support*



**Education Foundation**

- Ability to view the case status and any updates on all other already open Techline cases.
- Upload additional attachments to Techline cases.
- Close the Techline case once the issue has been resolved.

**Our final objective: Reduce the wait time to get guidance from Techline.**

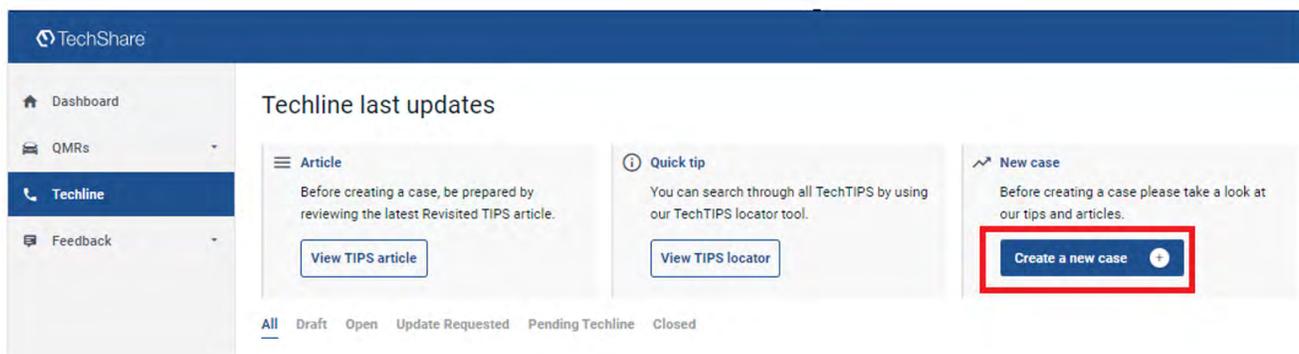
This is available via the desktop website, SDS Toughbook and mobile app.

**Desktop:** Open TechShare from Service Operation & Technical menu.

**SDS Toughbook:** Select TechShare icon on SDS home desktop



Then select Techline from the side menu and click on the 'Create a new case' button.



**Mobile Device:** Download the latest version of the TechShare app on your mobile device to see the option to submit a Techline case.

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## Training Videos

Training videos about Techline in TechShare are available on TechShare on the Techline page and StarU.

(Note: You will have to be logged in to view the videos)

These videos are designed to provide quick, step-by-step instructions to assist technicians in how to use TechShare. To find all the instructional videos on how to use TechShare within Star-U, search for “TechShare” in the Catalog Search. Next, click on the funnel icon to open the filters menu. Open the dropdown for “Types”, check the box for “Resources”, and click the apply button.

The videos are quick and review the following topics:

- [How to Create a Techline case](#)
- [How to Search for a Techline case](#)
- [How to View/Edit a Techline case](#)
- [How to upload attachments to a Techline case](#)
- [How to Close a Techline case](#)
- [How to receive Notifications for a case](#)

Future phases of TechShare™ will **expand to allow additional case types of Techline cases** to be submitted. Technicians will get updates beyond a phone call with in-app messaging, email, and potentially video chat.

***Be part of the Love Promise and join us for this transformation.***

Questions may be sent to [techshare.Support@subaru.com](mailto:techshare.Support@subaru.com).



## CID and CVN Verification

### Introducing the New ECM CID/CVN Check Tool in TechShare!

Subaru of America's Techline team is excited to introduce the new CID/CVN Check tool now in TechShare VIN Sessions! This tool is available for turbocharged vehicles and BRZ and will allow technicians to instantly confirm if the internal software of the Engine Control Module has been modified for both customer concerns and Certified Pre-Owned vehicle inspections, eliminating the need for a Techline case. Technical Training has developed a step-by-step instructional video on how to use this tool. [Insert Link to Quick Hits video]

Retailers are requested to use this feature when trying to verify CID and CVN for CPO certification. By starting a VIN Session and uploading a clear picture or a screenshot of the vehicle information screen, the tool will provide one of three possible responses.

Pass: The engine control module has Subaru original CID and CVN

Fail: The engine CID or CVN is not Subaru original

No Match Found: Additional steps are required to verify the authenticity of the CID and CVN. Please submit a Techline case from the prompt in the report. This is the only way to create a Techline case to check the CID and CVN. When the tool reports a "Pass" or "Fail" result, anyone in the service department will be able to view the results. A printable report is available for any checks performed at your retailer. Checks performed at another retailer will not have a printable report available, but the results will be viewable in TechShare.

When the tool reports "No Match Found" technicians will be able to create a CID/CVN case with Techline. Techline will take the necessary steps to check the authenticity of the CID/CVN, and technicians will be notified and asked to rerun the check.

## Transmission

Assistance with diagnosing transmission concerns is available through Techshare. There are 2 different worksheets available for use with transmission concerns, and the "Transmission Diagnostic Worksheet" will be used in most cases as this will cover concerns for DTCs, drivability, and data review.

Please complete any applicable DTC diagnostic path, TSB, or TechTIP procedure prior to seeking assistance from Techline..

A TechShare case should only be created after performing the customer interview and operating vehicle to replicate customer concern. Cases should include supporting documentation including all diagnostics performed.

For example:

If submitting data for technical assistance, please include...

- Results of customer interview
- Completed worksheet(s)
- Technician’s description of customer concern
- Exact measurements of all diagnostic work
- SSM all DTC check
- SSM Multi-system monitor using provided settings file (Please refer to the June 2025 Techtip and do not select all PID’s)

For most vehicles equipped with a TR690 CVT, the CVT diagnostic tool can be used. Please refer to TSB 16-154-25. The CVT diagnostic tool should be used prior to creating a Techshare case. A Techshare case should be created if the recommended repair from the CVT diagnostic tool has not resolved the customer’s concern.

**Creating a Techline case is not required for transmission replacement.**  
 See [4/22 TechTIPS “Calling the Techline Revisited”](#)

Completing the correct worksheet and providing the most accurate information will aid in a faster resolution. See Below for an example of the “Chain Slip Worksheet.”

Chain Slip Diagnosis ⓘ

^ Have you completed a copy of the Transmission Diag Worksheet? \*

- Yes
- No

Please be sure to complete the Transmission Diagnosis Worksheet. The information you provide is important for understanding the concern the customer is experiencing.

^ Have you completed chain slip diagnosis according to TSB 16-132-20R? \*

- Yes
- No

^ Based on your findings, what type of condition is the transmission exhibiting? \*

- Continuous Micro-slip
- Short-time slip
- Long-time slip
- Forward Clutch Slip Shock
- Lock Up Clutch Engagement Shock
- Shift Up Shock
- Primary Duty Square Control
- Other: Please explain :

Telematics case submission will allow for 3 different types of cases.

## 1. 3G SIM Activation

When following [15-317-24R](#) step 4 (page 3) will direct you to call Techline to complete the bulletin. Techline case should only be created after latest software version is installed and customer has signed customer commitment to Subaru Starlink enrollment on page 7. Once this request is received and processed it may take up to 24 hours to perform SIM activation. Vehicle should be held at retailer until they receive confirmation from Techline, then capacitance discharge should be performed following 15-317-24

## 2. General Telematics Diagnosis

All assistance regarding Telematics can be found using this case type.

Technicians must be sure to follow all applicable TSB, TechTIPS, or diagnostic path before submitting Techline case.

In most cases a TechShare case should only be created after performing customer interview and operating vehicle to replicate customer concern. Case should include supporting documentation including all diagnostics performed.

## 3. Solterra Telematics

All assistance regarding Telematics on Solterra can be found using this case type. It is recommended to use [15-310-23R](#) to assist in “Solterra Connect” diagnosis along with a Techline case.

Taking the time to check the vehicle over to answer the questions in the worksheets can provide extremely useful information that can aid in a faster resolution. See below for a fitting example:

^ Which LEDs are illuminated when the ignition is turned on? \*

Green LED ON steady

Red LED ON steady

A red LED indicates that there are current DTCs.

Please complete an ALL DTC scan and record a Telematics Data Monitor file if you have not.

Check for DTCs in related systems that could be effecting Telematics operation.

Complete Trouble Tree for any related, current DTCs; record all test results and submit your findings with your case.

Be sure to attach a copy of your project file when submitting your case.

Both Red and Green LED ON steady

Both LEDs OFF

Green LED blinking

| LED                   | Status | Situation  |
|-----------------------|--------|--|
| Solid Green           |        | System is normal. A subscription to the SUBARU STARLINK service has been established*.   |
| Solid Red             |        | A system malfunction has occurred.<br><i>Do not proceed with DCM software update until root cause is determined, and Telematics LED is GREEN</i>                                 |
| Flashing Green or Red |        | SUBARU STARLINK service is currently communicating (e.g. Voice call, Stolen Vehicle Recovery, etc.).   |
| No Light              |        | A subscription to the SUBARU STARLINK service has not been established.<br><i>Vehicle not eligible for DCM software update until subscription verified.</i>                      |
| Solid Green and Red   |        | SUBARU STARLINK service is currently having communication problems<br><i>Do not proceed with DCM software update until root cause is determined, and Telematics LED is GREEN</i> |

## Lost Keys

When submitting a request for the Lost keys form, the process is straight forward. However, there are a few things to note.

Selecting between push-button start and turnkey ignition will indicate which components are required to be cleared.

An email response with the “Lost Keys Form” will be sent to the email address listed on file. To verify the correct email address is linked please refer to the [April 2023 TechTIPS](#) for updating technician profiles.

All **push start ignition** vehicles will require the **Keyless Access Control Module** and the **Steering Lock Control Module**.

All **turnkey ignition** vehicles will require the **BIU** and either the **Combination Meter OR the Central Gateway Module** to be cleared. Specifics can be found on page 2 and 3 of the “Lost Keys Form.”

^ What ignition system is the vehicle equipped with? \*

Refer to TSB 15-251-19R for a chart identifying immobilizer type by year, model, and ignition style.

- Key Start
- Push-Button Start
- Unknown

Additional resources: [June 2024 Techtips](#) and [February 2025 Techtips](#)

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# Infotainment

Infotainment case type was the first to be added to Techshare.

**IMPORTANT NOTE:** Please upload all available attachments to complete infotainment case submission such as: data log, video(s), photo(s), SSM data, questionnaire etc. Techline will review the data you provided and follow up for additional information if required. Please note your inputs can be helpful in future quality enhancement when provided with sufficient information to SOA. Cases submitted without enough details cannot not be reviewed by SOA quality team for future product enhancements.

For further information on Infotainment case submission, labor times and required procedures, please refer to these TSB's

**15-304-22R 15-309-23R 15-331-25R**

## Infotainment Diagnostic and Reporting Flow

