



To: *All Subaru Retailers*

From: *Subaru of America, Inc. – Service Department*

Date: *March 4th, 2026*

Re: Use of aftermarket services or tools for programming immobilizer keys/fobs

SOA has learned that some retailers are using aftermarket services and tools to program immobilizer keys or fobs, particularly when all keys have been lost. These tools use a type of “hack” to enter sensitive and secure areas of vehicle control units, which can damage those units, rendering them inaccessible for future communication. They can also compromise the security of certain vehicles systems going forward. This creates risks for both our customers and your business.

All Subaru retailers must follow the official procedures published in the applicable service manual for all vehicle repairs, including immobilizer reprogramming. Please contact Techline for more information and guidance.

DO NOT use aftermarket services or tools to reprogram immobilizer enabled keys or fobs.