

**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 2026MY Vehicles Equipped w/ Gen4 Telematics

**NUMBER:** 07-240-26R

**DATE:** 2/23/25

**SUBJECT:** DTC B2A20 Diag Strategy & Service Impact Verification

**REVISED:** 04/30/26

**INTRODUCTION**

This Service Information Bulletin was developed to provide interim guidance for vehicles exhibiting DTC B2A20. Field investigation into the root cause is ongoing. If DTC B2A20 has been detected, follow the service procedures outlined in this bulletin.

**CRITICAL NOTE:** Telematics messaging displayed to the customer may inaccurately state that the system is “Inoperative.” This is legacy messaging. The Telematics system is NOT fully inoperative. Most importantly, Automatic Crash Notification (ACN) remains fully functional even when B2A20 is Current.

**CUSTOMER ASSURANCE & SERVICE IMPACT:**

When DTC B2A20 is Current, the Red Telematics LED will illuminate. If the DTC moves to History, the LED will turn off, and full service functionality is restored. Inform customers that while the light is on, only the following specific cloud-based services are impacted:

- Infotainment/SXM: Satellite channels remain available; however, SXM IP (Xtra) functions are disabled.
- Navigation & VR: Cloud-based Traffic, RichPOI, and Natural Language Understanding (NLU) are disabled. The system defaults to Embedded Navi/VR.
- Roadside & Concierge: Calls cannot be initiated via the Center Information Display (CID). Calls must be placed using the overhead hardware switch (iCall), which will connect directly to ERA.
- Connectivity: WiFi Hotspot and Service Appointment Scheduler (SAS) will show error pop-ups. CCU FOTA downloads will pause.
- Remote Services: Valet Mode, Curfew warnings, and SendPOI synchronization are temporarily disabled.

**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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**DO NOT** replace the Data Communication Module (DCM) for a standalone B2A20 DTC.

Perform the following steps to ensure proper diagnosis and avoid unnecessary repair attempts:

1. Verify Concern: Perform a full system scan using SSM5.
2. Systems Check: Follow TSB 15-266-20R to confirm the overall health of the telematics system.
3. DTC Analysis:
  - No further action is required. Advise the customer that the system is functioning within the current known parameters and continue driving.
  - If the DTC reoccurs, do not perform additional logging or repairs. The customer can continue driving the vehicle to see if DTCs U1F0188, B22A4, or B22A5 are detected, pointing us in the direction of a diagnosis.
4. Complex DTCs: If B2A20 is found in combination with U1F0188, B22A4, or B22A5, do not ignore them. Proceed with the specific trouble-tree diagnosis for those secondary codes identified in STIS.

Avoiding “Misdiagnosis by Association.”

A History B2A20 must not be used as a “catch-all” explanation for unrelated issues in the Telematics or Infotainment systems. If the customer’s concern does not match the “Impacted Services” list in Section 2, technicians must investigate other relevant DTCs, hardware failures, or customer concerns independently.

## IMPORTANT NOTES:

- Current DTC might impact SSM5 interaction with CCU resulting in complications for CP25 software update covered by TSB 15-335-25. In that case, please follow applicable diagnostic procedures for each DTC as well as apply information presented earlier.
- Additional resources for CP25 diagnostic are available on Subarunet: Service Operations & Technical-> Forms/Downloads as shown below.

The screenshot shows a web page titled "Forms/Downloads" with a breadcrumb trail: "You are here » Service Operations & Technical » Forms/Downloads". Below the breadcrumb is a navigation menu with tabs for "Forms" and "Downloads". Under "Downloads", there are sub-tabs for "Gen 1", "Gen 2/Clarion", "Gen 2/Fujitsu 10/Denso 10", and "Gen 3/Harman". Under "Forms", there are sub-tabs for "Gen 4/Denso", "Gen 5/Denso", "FOTA", "Map Updates", and "Software Resources for Technicians". The main content area is titled "Gen 5: Denso" and contains several sections: "Questionnaires" with links for "Service Advisor Form" and "Service Advisor Form - examples"; "Technical Support Guide" with links for "CP25 Entertainment chapter: New Car Information" and "CP25 System Trouble Shooting and Diagnosis Flow"; "TSBs and Tips" with links for "15-331-25 - Infotainment Concern Data Collection and Sharing Guidelines for Denso Gen5 CP25 System" and "15-335-25 - Reprogramming File Availability for Optimization of Gen 5 Denso CP25 Infotainment Systems"; and "Updates for Gen 5 Denso Audio and Navigation Head Units - 26MY Outback /Wilderness:" with a link for "26MYOutback- Denso-CP25 AUDIO UPDATE- February 2026."

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## REPAIR ORDER (RO) DOCUMENTATION & CUSTOMER MESSAGING

To maintain customer confidence and manage expectations regarding the ongoing B2A20 investigation, SOA requires retailers to provide clear, standardized messaging on all Repair Orders. Retailers must confirm that emergency services are fully operational despite any legacy messaging displayed in the MySubaru app or vehicle head unit.

### Example 1: Comprehensive (Best for Service Advisor Notes)

Confirmed DTC B2A20 is the cause of the 'System Inoperative' notification. Per Subaru of America (SOA) Bulletin 07-240-26R, the telematics system has been verified and is performing as expected. IMPORTANT: Emergency services, including the SOS button and Advanced Automatic Crash Notification (AACN), remain 100% functional. Customer may experience temporary loss of cloud-based Navigation, WiFi Hotspot, and Remote Valet/Curfew features. No further repair is required at this time while a final software solution is being developed.

### Example 2: Mid-Length (RO Format)

Verified DTC B2A20. This is a known condition under active investigation by SOA. While the MySubaru app may report the system is inoperative, emergency services (SOS/AACN) are FULLY FUNCTIONAL. System is operating within current parameters. Cloud-based features (Navi/Remote Start/WiFi) may be temporarily disabled. No hardware replacement is necessary.

### Example 3: Highly Condensed (Technician Notes)

DTC B2A20 confirmed. Per SOA TSB 07-240-26R, system is operational. SOS and Automatic Crash Notification remain FULLY ACTIVE. Legacy 'Inoperative' msgs are inaccurate. Some cloud/remote svcs disabled until software update. No repairs at this time.

## 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.