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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2026MY Solterra
2026MY Uncharted
2026MY Trailseeker

NUMBER: 15-341-26
DATE: 07/23/26

SUBJECT: Subaru Connect Telematics Concerns

INTRODUCTION:

This Service Information Bulletin provides best practices for troubleshooting and resolving Subaru Connect telematics concerns on 2026MY Solterra, Trailseeker, and Uncharted vehicles, primarily when the customer's driver profile is not designated as the primary profile or when Subaru Connect activation is unsuccessful. The operation, diagnostics, and repair procedures for these alliance vehicles differ significantly from those of other Subaru models.

Subaru retailer service personnel MUST complete alliance vehicle-specific training and consult the applicable Service Manual, Owner's Manual, Quick Start Guide, TechTIPs, and relevant Technical Service Bulletins (TSBs) before attempting any diagnostic or repair procedures. Procedures developed for other Subaru models MUST NEVER be applied to the vehicles listed in this bulletin.

This bulletin outlines a step-by-step escalation process to achieve successful Subaru Connect enrollment and establish the customer's profile as the primary driver profile. Deviating from these procedures, improvising, or proceeding without adequate preparation may result in unsuccessful repairs, extended vehicle downtime, and customer inconvenience.

SUBARU CONNECT TELEMATICS OVERVIEW:

- Vehicles are always connected to the Telematics Call Center. No subscription is required for operator assistance through the Subaru Connect button.
- Subaru Connect is an opt-out system and remains active unless disabled. Enrollment is required to access enhanced telematics features.
- Test Calls: Press the Subaru Connect button, identify yourself as a Subaru Technician, and request VIN and vehicle location verification.

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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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.

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PREREQUISITES:

Before beginning diagnosis, install the Subaru Connect App or verify that the latest version is installed on your mobile device and complete account registration (no subscription or cost required). This allows the Technician to add themselves as a driver profile for diagnostic purposes. See **Appendix A** for setup instructions.

Verify the following prerequisites are met:

- Wi-Fi is enabled.
- Bluetooth is enabled.
- GPS location services are enabled.
- Accept all Subaru Connect requests for background data usage.
- Data Permissions: Accept all Subaru Connect requests, including Background Data Access, Service

Communication Consent, and Vehicle Connectivity Consent. Declining any of these permissions may impair application functionality. Full consent is required for proper system operation.

NOTE: Once phone-to-vehicle pairing is complete, it may take 1 to 24 hours for the system to synchronize with backend services and resume normal operation. It is critical that the Technician allow sufficient time for synchronization and recheck system operation before proceeding with further diagnosis.

VEHICLE PREPARATION:

- 12V Battery: Check battery state of charge using the DCA-8000 and charge as necessary. Excessive battery drain may occur if the vehicle's power switch remains in the "ON" position for extended periods.
- Auto Power Off: Set to "OFF" to prevent automatic vehicle shutdown during diagnosis. By default, the vehicle will shut down after approximately 20 minutes in ACC mode or 1 hour in ON mode with the EV system OFF.
- Location: Perform all diagnostic procedures outdoors with a clear view of the sky.
- Initial Startup: Operate the vehicle for at least 10 minutes before beginning diagnosis.

SERVICE PROCEDURE / INFORMATION:

STEP 1) Check Repair History:

Ensure no telematics-related parts have already been replaced. If parts have been replaced, confirm that all installation procedures have been completed.

STEP 2) Inspect Satellite Icon:

This icon is in the upper right-hand corner of the screen.

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If the satellite icon is grey or has a slash through it, it may indicate a connectivity issue. Possible causes include an inactive Subaru Connect subscription, incomplete account activation, phone pairing concerns, missing application permissions, or backend account synchronization issues.

NOTE: A greyed-out satellite icon does not necessarily indicate a DCM or hardware-related failure. Additional diagnosis is required before assuming a vehicle hardware concern.

STEP 3) GPS Signal Strength Inspection:

Access the Service Menu by selecting "Settings" > "Display" > "Display button." Once the display is off, swipe from left to right five times, then swipe from right to left five times.

From the Service Menu, select "Function Check/Setting" > "System Sensors Check." From this screen, the Technician can verify the following PIDs:

- GNSS Reception: At least three blue boxes.
- GNSS Status: "OK (3D)."
- GNSS Date/Time: Matches the current date (in GMT; adjust manually if incorrect).

If the data PIDs do not match or are out of specification, check for DTCs and test the antenna circuit.

STEP 4) Check DCM To Radio Connection:

From the "Product Information" screen, confirm that the DCM IMEI is present. If missing, inspect the DCM-to-radio wiring.

STEP 5) Telematics Status and DCM Health Check:

Perform a Subaru Connect Health Check and save the results (required for Techline escalation). If any DTCs are present, resolve them before proceeding. After confirming that no DTCs are present, ensure the Telematics Activation Status PID in the Telematics Data Monitor is "Active." If the status is "Shipping," contact Techline.

STEP 7) Perform a Test Call:

Press the Subaru Connect button. When the Subaru Connect Call Center agent answers, ask them to confirm the vehicle's VIN and location. If the vehicle cannot connect to the call center, contact the Subaru Connect Call Center by phone at (866) 384-3574 for assistance.

STEP 8) Reboot the Head Unit:

Press and hold the power button to reboot the 21mm head unit. Once the head unit has powered on again, verify that the customer's profile is still the primary profile. Ensure the customer's phone has the latest version of the app and that Bluetooth, Wi-Fi, GPS, and data consent are enabled (Account > Data Privacy Portal). If issues persist, proceed to Step 9.

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STEP 9) Full System Reset:

Disconnect the negative terminal of the 12V battery (under the hood). Wait 10 minutes, then reconnect the battery. Verify that the customer's profile is currently the primary profile. If issues persist, proceed to Step 10.

STEP 10) Add Technician as Primary Driver:

This will help rule out customer phone and profile issues. On the head unit, select the gear icon, then the refresh button. On your phone, ensure Subaru Connect is downloaded and that Bluetooth, Wi-Fi, and GPS are active. Select your profile, enter your PIN, and save it as the primary profile. Add the vehicle to the Subaru Connect App (Add Vehicle or My Garage). If this resolves the issue, repeat the procedure with the customer's phone and remove the Technician profile. If this procedure does not resolve the issue, proceed to Step 11.

NOTE: Once the phone is paired with the vehicle, it can take from 1 to 24 hours to align with the backend and begin functioning. It is critical for the Technician to wait and recheck the operation before continuing the diagnosis.

STEP 11) Factory Reset the Head Unit:

NOTE: Ensure the Technician is set as the primary driver. Remove all digital keys first (gear icon -> Info and Security -> Remove Digital Keys).

Use **Appendix D** for instructions on performing a factory reset of the head unit.

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.

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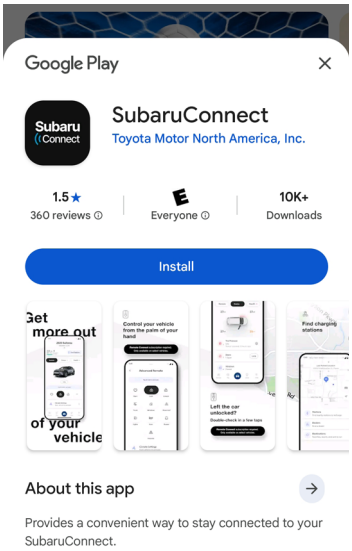
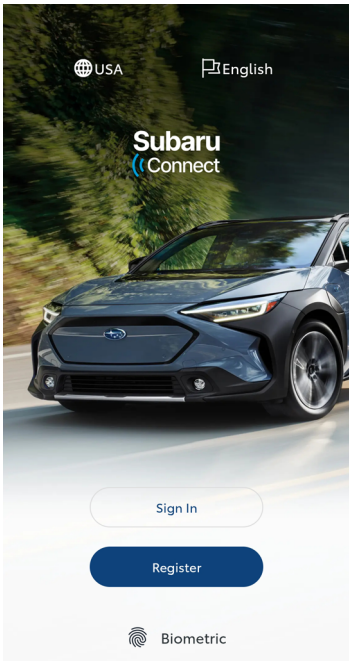
APPENDIX A

CONNECT REGISTRATION PROCESS:

STEP 1) Download and install the Subaru Connect application from the Apple App Store or Google Play Store.



STEP 2) Launch the Subaru Connect application and either sign in with an existing account or create a new account.



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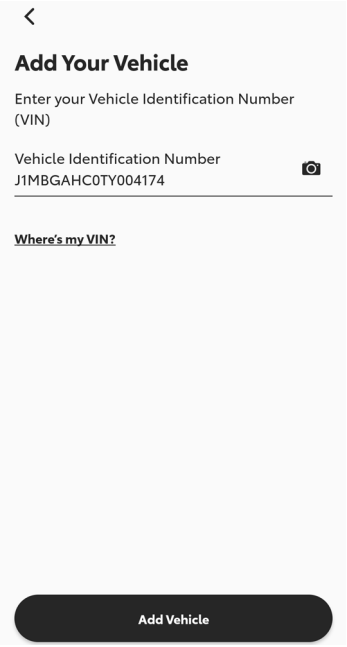
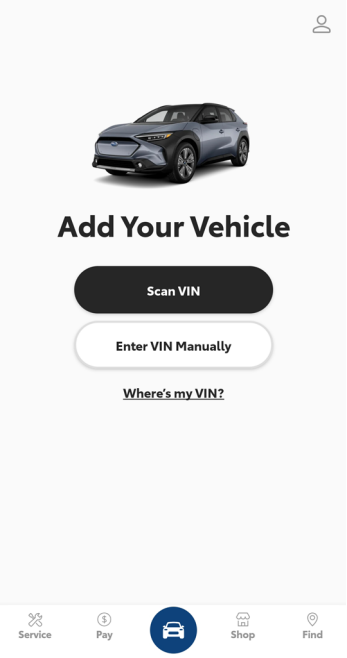
STEP 3) Select Add Vehicle.



STEP 4) Scan the VIN barcode or manually enter the VIN.



STEP 5) Follow the application prompts and verify:

- Cellular data connection is available.
- Bluetooth is enabled.
- Vehicle is in a location with adequate signal coverage.
- Vehicle is powered ON.

STEP 6) Continue to the vehicle registration process.

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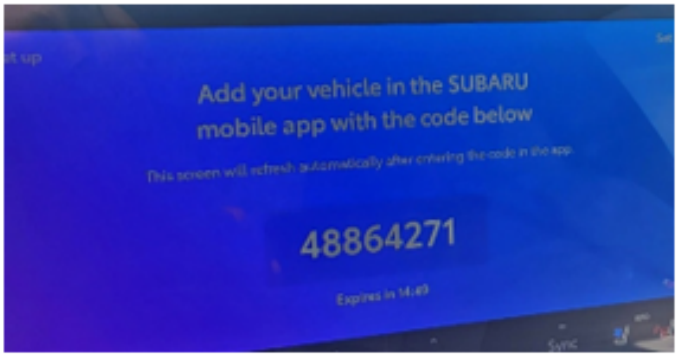
STEP 7) Following a head unit reset, select Add Vehicle on the Subaru Connect application.

STEP 8) Scan the QR code displayed on the vehicle screen or manually enter the displayed 8-digit connection code.



STEP 9) Complete vehicle association and verify the vehicle appears within the Subaru Connect application.

STEP 10) Continue with vehicle activation and connected service configuration.

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APPENDIX B

APP SETUP AND DRIVER PROFILE CREATION:

The operation of Subaru Connect differs significantly from MySubaru. Understanding these differences will help you successfully register a profile the first time you connect to an Alliance vehicle and will help customers ensure Subaru Connect is set up correctly on their vehicle and device.

PRECAUTIONS:

1. CONFIRM the device has a data connection.
2. Wi-Fi MUST be turned on.
3. Bluetooth MUST be turned on.
4. GPS location services MUST be on.
5. Subaru Connect will require permission to use the device camera.

When using Subaru Connect, always use the most recent version available from the Android Play Store or the Apple App Store if your device does not accept automatic updates.

IMPORTANT: Technicians or customers who have previously created a Toyota or Lexus App may receive notifications stating that an active account already exists. If this happens, use the same credentials for Subaru Connect.

There are multiple ways to create a Subaru Connect account. There are social media shared authentication options, as well as creating a local account. Part of this process requires a valid email and phone number. This information MUST BE VALID because the connection will require authentication, Personal Identification Numbers (PINs) to be sent to the entered contact information.

STEP 1) Using the Subaru Connect application, select the desired social media account you would prefer to use or fill out the requested information under the “Register for a new account” menu.

STEP 2) Subaru Connect will require access to location and background data. The user must accept these requests for maximum functionality. Declining these requests will not prevent installation or cause any errors; however, it will limit Subaru Connect functionality.

STEP 3) Once successfully connected, it is recommended that you confirm acceptance of the Connected Services Vehicle Connectivity Consent and the Service Connect Communication policies. This verification can only be done while a Solterra is active in My Garage. The necessary menus are only visible once there is a Solterra in the My Garage section of the application. This can be found by navigating: Account > Data Privacy Portal > Data Consent Status.

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STEP 4) It will be necessary to create a PIN within the Subaru Connect application. This PIN is essential for a Technician to perform diagnosis and/or repair, requiring the Technician to be the primary driving profile on the vehicle. If not prompted to create a PIN, navigate to: Account Settings > Security Settings > Account PIN.

APPENDIX C

WORKAROUND FOR PRIVACY LOCK LOST PIN/PASSWORD:

1. Unlock via GTS (if the password is **unavailable or forgotten**)
2. Connect GTS to DLC3 and Power ON.
3. On the GTS screen, select: "Body" → "Navigation System" → "Working Support" → "Navigation Screen Unlock"
4. Follow the instructions on the GTS screen to complete the unlock.

NOTE: When you unlock the security via GTS, the onboard security lock setting is set to "OFF". Also, the customer's password will be cleared. Be sure to inform the customer that password resetting is required.

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APPENDIX D

HEAD UNIT RESET AND PROFILE CREATION:

STEP 1) On the 21mm head unit, select the gear icon in the lower left corner of the screen.

STEP 2) Select the refresh button, which is illuminated in blue.

STEP 3) If the Technician's phone is correctly configured and the Subaru Connect APP is loaded, the Technician should now appear as a detected profile.

STEP 4) Click on the empty dot to the right of the Technician profile.

STEP 5) You will be prompted to enter the Personal Identification Number (PIN) created when setting up the Subaru Connect APP for the first time.

STEP 6) The Save Profile pop-up will appear on the screen. You MUST check the "empty box" indicator to save the profile as the primary driver profile. At this point, the profile should be indicated as the primary driver profile. The customer profile may also be shown as a secondary or guest profile on the screen.

STEP 7) Select "Add vehicle" in the Subaru Connect App on the phone being used.

The current tester (or Technician) profile needs to be the primary driver profile to complete the 21mm head unit reset. If the tester cannot be added as the primary driver and an existing driver profile exists, obtaining the PIN associated with that profile may be necessary to complete the head unit factory reset.

IMPORTANT: Note any digital keys in use before performing a head unit factory reset. Failure to remove any digital keys before activating the system reset will cause the vehicle to become desynchronized, creating new, undesirable customer concerns.

DO NOT PERFORM the head unit factory reset until all digital keys have been removed from the vehicle. If the removed digital key(s) are illuminated blue and the enable digital key button is backlit blue, this indicates that digital keys are present.

STEP 1) On the 21mm head unit, select the gear icon button on the lower left corner of the screen.

STEP 2) Scroll up to find the Info and Security menu, then select it.

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STEP 3) On the right two-thirds of the screen, approximately halfway down, digital keys will be displayed.

STEP 4) If Remove Digital Keys is illuminated, keys are registered to the vehicle. Select Remove Digital Keys before selecting the red System Reset button at the bottom of the screen.

IMPORTANT: If the system reset button is not present or a PIN is requested to proceed, the head unit is in privacy mode. The best first option is to try to obtain the PIN from the customer. If the customer cannot remember the PIN or if this is a trade-in or auction vehicle, the Factory Reset procedure must be followed.

NOTE: There is no safety mechanism preventing skipping this step. The Technician must follow these directions before proceeding with the System Reset to avoid creating undesirable conditions with the vehicle.

STEP 5) Once the digital keys have been removed and Remove Digital Keys is no longer displayed on the screen, select the red System Reset button at the bottom of the screen. The head unit will reboot at this time.

STEP 6) After the reboot is completed, the head unit should return to a first-activation state and display the language selection screen. Select the appropriate language. This process aligns with STEP 1 of **Appendix A**.

STEP 7) Using the customer's phone, connect the Subaru Connect App to the vehicle using the procedure listed in **Appendix A**.

STEP 8) Follow the complete steps in **Appendix A** to complete the procedure.

CRITICAL NOTES:

- It is imperative to link the vehicle key fob to the profile to ensure the customer has the best in-car experience.
- Pairing may take 1-24 hours to sync with the backend. Wait and recheck before proceeding. For best results, perform the procedure outside in order to connect with satellites most efficiently.

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