

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 BULLETIN

APPLICABILITY: 2026MY Outback

NUMBER: 15-340-26

SUBJECT: Reprogramming Files for DTC B2A20

DATE: 07/31/26

INTRODUCTION:

This bulletin announces the availability of reprogramming files for the Central Electronic Control Module (C-ECM). The updated logic has been developed to address Diagnostic Trouble Code (DTC) B2A20 - LOST COMMUNICATION ETHERNET FROM DCM TO HU. Due to an error, the C-ECM Ethernet signal cannot be transmitted from the Cockpit Control Module to the Data Communication Module. As a result, DTC B2A20 may set in the Data Communication Module, and/or an MYSubaru application may indicate a malfunction. If the customer reports an MYSubaru error accompanied by a corresponding B2A20 DTC, follow the procedure outlined in this bulletin.

PRODUCTION CHANGE INFORMATION:

The software has been incorporated in the VINs as per the chart below:

Model	VIN
Outback	JF2BURJD4TY576202

PFC FILE INFORMATION:

File Description	Old CID/Rom ID	New CID/Rom ID
88312AR001.pfc	423530304E	4235303050

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.

**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.

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SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Step 1: Using the Subaru Select Monitor, check for DTCs in the telematics control module.

Is B2A20 the only DTC active or history?

Yes: Go to Step 2.

No: Perform diagnosis for other DTCs as per the applicable Service Manual.

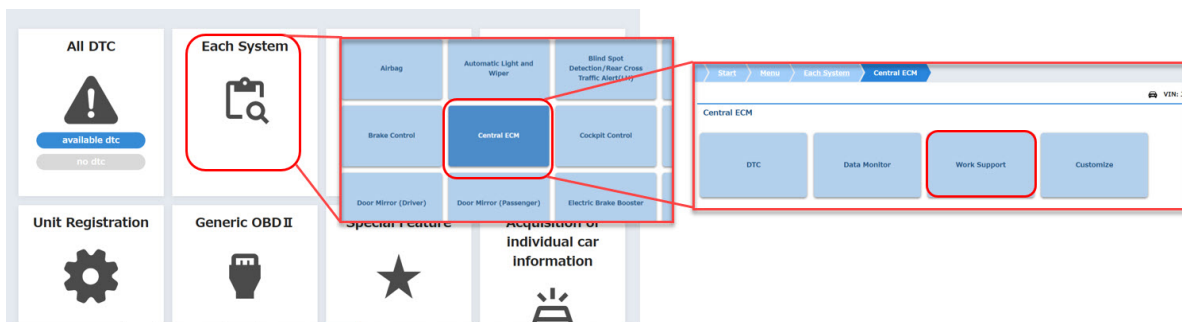
Step 2: Check the head unit's software version. To access the software version, Press the General button. Use the down arrow to scroll to System Information, then press to display the System Information / Version information.

Is the version S01NSM016-820 or later?

Yes: Go to Step 3.

No: Update the head unit following TSB 15-335-25R then proceed to step 3.

Step 3: Using the Subaru Select Monitor, check the Central ECM software. You can access the software information by selecting **Each System > Central ECM > Work Support**.



Is the software 4235303050 or later?

Yes: Perform diagnosis as per the applicable Service Manual.

No: Perform software update.

If the Central ECM is determined to require a software update, follow the normal SSM5-R reprogramming procedure, which can be found in TSB 14-28-21R. Ensure the DCA-8000 is set to power supply mode and connected to the vehicle's battery. Subaru of America, Inc. (SOA) highly recommends using either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger on the vehicle, and using the Power Supply Mode feature whenever a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it takes less than three (3) minutes to boot up the charger, select the Power Supply Mode, stabilize the battery voltage, and prepare it for reprogramming.

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NOTES:

- For instructions on using the Power Supply Mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS
- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched OFF before setting up the charger for Power Supply Mode.
- Select the correct battery type (Enhanced Flooded, Flooded, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery. NOTE: OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 Volts.
- DO NOT connect the DST-i or DST-010 until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 Volts, connect the DST-i or DST-010 to the OBD connector and proceed with initiating the normal SSM5-R reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. NOTE: If the voltage rises beyond 14 Volts while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at programming is made.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery fully before proceeding to reprogram the vehicle while using the Power Supply Mode.

NOTE: Control module failures resulting from battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Warranty Type	Labor Description	Labor Operation #	Labor Time	Fail Code	Skill Level
WC / SAS	CENTRAL ECM REPROGRAMMING FOR DTC B2A20	A880386	0.5h	CPG48	SG6 / SL3

The Skill Group and Skill Level listed in this bulletin define the qualifications recommended for this work. Repairs should be dispatched to a technician who is trained at the specified level. For more information on Labor Operation Skill Group/Level assignments, [click here to access the Gear Reduction](#). To request a Skill Group/Skill Level change, [fill out this form](#).

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.