<u>Attention:</u> General Manager Parts Manager		IMPORTANT - All Service Personnel Should Read and Initial in the boxes		SUB	ARU.
CLAIMS PERSONNEL SERVICE MANAGER		provided, right © 2016 Subaru of America, Inc. All rights reser	ved. QUALIT	Y DRIVEN <sup>®</sup>	SERVICE
		SERVICE INFOR	MATION BULLETIN		the second
APPLICABIL	ITY:	All Subaru Select Monitor 4	4 (SSM4)	NUMBER:	01-175-16
SUBJE	CT.	-Compatible Models E-Mailing Files to Techline	and Other	DATE:	09/20/16
00001	.01.	Helpful SSM4 Information		<b>REVISED:</b>	02/28/22

#### **INTRODUCTION:**

This Service Information bulletin provides helpful tips to better utilize the Subaru Select Monitor 4. Accessing the SSM4 Help Instruction Manual along with procedures for exporting and e-mailing data files to the Techline will also be supplied.

#### **Basic SSM4 Benefits for Technicians:**

- All System Scan will capture past/present DTCs with FFD for all systems.
- Multiple System Data Monitor
- FFD is automatically saved.
- Data Comparison feature can be used to compare data between suspect and known-good vehicles.

#### **SSM4 Help Feature:**

The SSM4 Instruction Manual is accessible with just a key press and 2 mouse clicks. Simply press the F11 key then click on Help and Help again to get started. The document opens in .pdf format.

#### **Exporting / E-Mailing Files to Techline:**

When helping a Technician diagnose a particular condition, the Techline may request related SSM4 data be submitted for closer review via e-mail. The following information provides 2 procedures to accomplish the task.

#### 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.

#### Continued...

STEP 1: Start by clicking on the Subaru Select 4 (SSM4) button from the main screen.



# STEP 2: Click the "Play Project" button or press the F10 key.



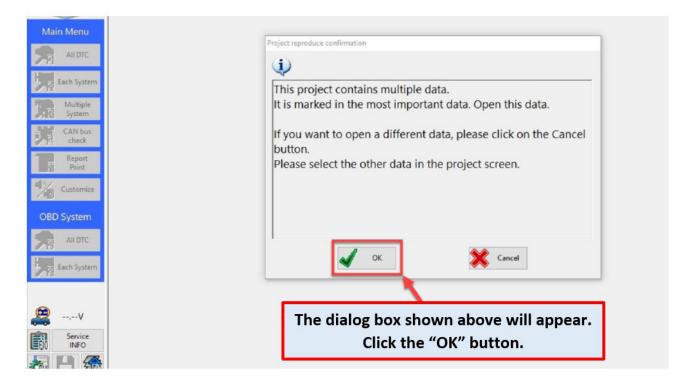
# **STEP 3:** Locate the appropriate vehicle information.

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12/12/2019 2:26:07 PM_4S4BSENC8K326910 5	Legacy / Outback	19MY	4S4BSENC8K3269 105	1/9/2020 2:54:43 PM	15
V Delete	ch	nformation. Th by date. If the Search Setting	file is older,	re store click the d search	

# **STEP 4:** Select the desired file.

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1/27/2020 2: PM_4S4BTAP 2		Legacy / Outback	20MY	4S4BTAPC8L3100 562	1/28/2020 3:35:32 PM	5
12/12/2019 2 PM_4S4BSEN 5		Legacy / Outback	19MY	4S4BSENC8K3269 105	1/9/2020 2:54:43 PM	15
Memo	clic	k on the me higi	desired file is l e file and the r nlighted blue. pen" button.	ow will	Open	]×

## STEP 5: Click the "OK" button.



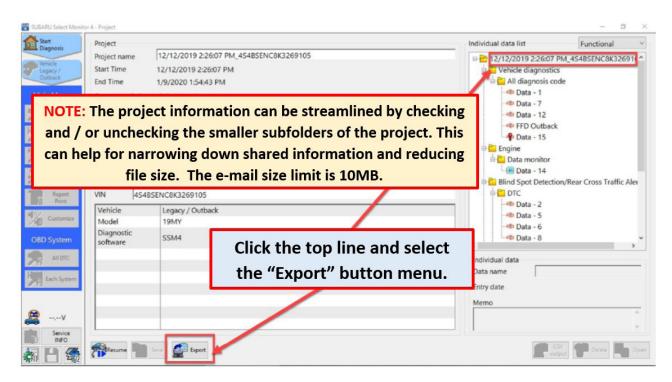
# **STEP 6:** Click the "Options" button or press the F11 key.

					10	ne stamp	1		
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					00751	66200	Cur		
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Engine	History	P0113	Intake	Air Temperature Sensor 1 Circuit High Bank 1	00750	17400	Com.		
Engine	History	P0102	Mass	or Volume Air Flow Sensor "A" Circuit Low					
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Brake Co	No DTC								
Tire Pres	No DTC								
Body Co	No DTC							-	
Occupan	No DTC			The download file	conto	inc			
Airbag	No DTC	li li		The download me	conta	ins			
Brake Va	No communication		<b>C</b>	multiple items. Click t	he "Or	otion	s"		
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#### **STEP 7:** Select the "Project Information" from the menu.

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System ▲	Status	Code	Description & trouble part	Trip 🛦	Time C	Gro	IG c 🛦	FFD
				00751	66200	Cur		
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enu Area	No DTC							
tion > ay Menu Area ct Information	Hirony							

## STEP 8: Export the desired data.



## **STEP 9:** Review and confirm items prior to sending.

Start Diagnosis	Project		Individual data list	Functional
Diagnesis       Whick Leavey / Outback       Main Menu       AB DTC       Each System       Main Menu       Each System       Main Menu       Report       Print       Cuttomize       OBD System       A BDTC       A BDTC       Statemine       Main Menu       AB DTC       Statemine       OBD System       A BDTC       Each System		Selection of Export Data		PM_4S4BSENC8K32691C^ ; de
Service NFO	Resume Sive Deport	Verify the items to be sent a the click the "OK" but		V put Delete Delete Opr

# STEP 10: Save the desired data.

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All DTC Each System Multiple System CAN bus check	Vehicle informatio Frame No Regist. No VIN 4548	n SENC8K32(	Organize  Ne Cuick access Desktop Downloads Documents Pictures OnsDrive	w folder           Name           20190015141548877_JF2GTANCBKH228493           #           J-Harman Audio-Navi Update Files           #           Chris Files           #           Chris Files           #           File Software Updates Gen 2.0 and 2.1 Au           Temp	Date modified 9/19/2019 2:16 PM 1/24/2020 9:00 PM 4/25/2019 10:04 AI 4/24/2019 3:34 PM	This will help reference. Th location may by if neede	ne save y changed
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All DTC				2220401151538716_65485ENC8K3269105 Export file (*SEPF)	Save	al data me Cancel te	
Service INFO			_	oox will appear, the s ".SEPF" files. Click	-	-	Delete

## **STEP 11:** Wait for file to be saved.

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Utagnosis	Project name	12/12/2019 2:26:0	7 PM_4S4BSENC8K3269105	
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Service INFO	Resume	Sever Pepert		CN Driver Dore

# STEP 12: Click the "OK" button.

SUBARU Select Monit	or 4 - Project				- 8 ×
Start Diagnosis	Project			Individual data list	Functional ~
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Multiple System	Vehicle informat	ion		🖻 🧰 Engine	
CAN bus check Print Customize	Regist. No VIN 454 Vehicle Model Diagnostic	BSENC8K32 Legacy 19MY	Export is now saved. Click the button.	"OK" rc Data - 2 Data - 5 Data - 6	on/Rear Cross Traffic Aler
OBD System All DTC Control Con	software	SSM4	Ск	c Data - 8 Individual data Data name Entry date	<b>``</b>
🤗V			OK X Cancel	Memo	Ĵ
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CAN bus check Report Print		No Inspect.  ISENC8K3269105	
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Each System			Individual data Data name Entry date Memo
Service NFO	Persume in	Snor Export	CSV Betpot

# STEP 14: Click the "Yes" button.

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SutANU Select Monito Start Disposis Start Disposis Disposis Disposis Disposit Dispo	Project Project name Start Time End Time Comment of dia Vehicle informat Frame No Regist. No	12/12/2019 2:2 1/9/2020 1:54: gnosis (print out)	3 PM Confirm ext Exit the application? Click the "Yes" I	button to exit.	Individual data list	Functional 1_454BSENC8K32	691(
Service INFO	Presume	Sever Eport			Memo	r Delete	Cpen

## **IMPORTANT NOTE:** Technicians **MUST** contact Techline and open a case prior to sending data.

**IMPORTANT NOTE:** Technicians **MUST** contact <u>Techline</u> and open a case prior to sending data.



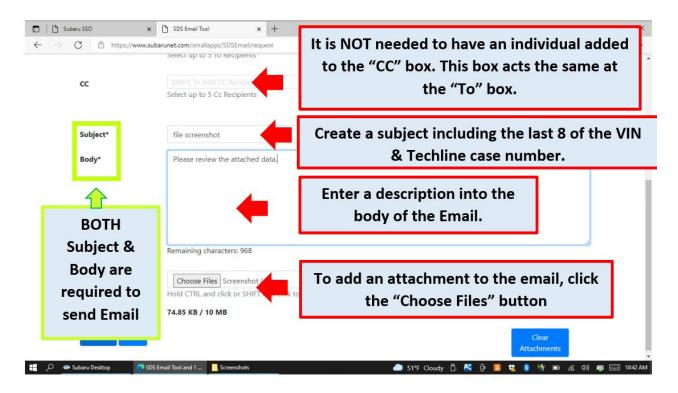
## STEP 16: Enter Username and Password

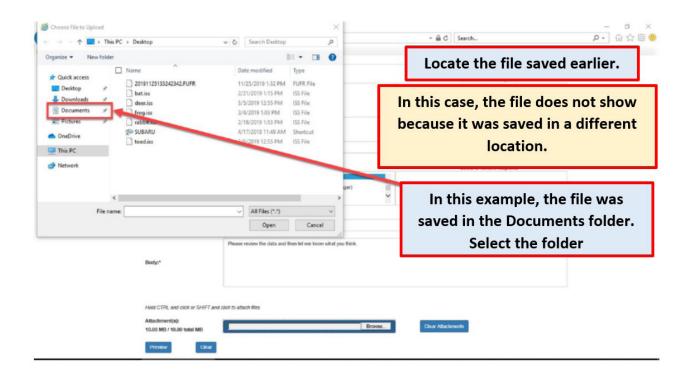
Velcome		Enter your Username and Password.	
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	Login	credentials other than the act	ual
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ease login using your Subaru usernal ould use their network credentials.	ne and password. SOA employees	sent to the "entered" user.	
you have questions, contact the Suba -800-762-7827).	ru Helpdesk at 1-800-SOA-STAR	sent to the entered user.	,
oking for information about Subaru v sit www.Subaru.com.	ehicles and products?		

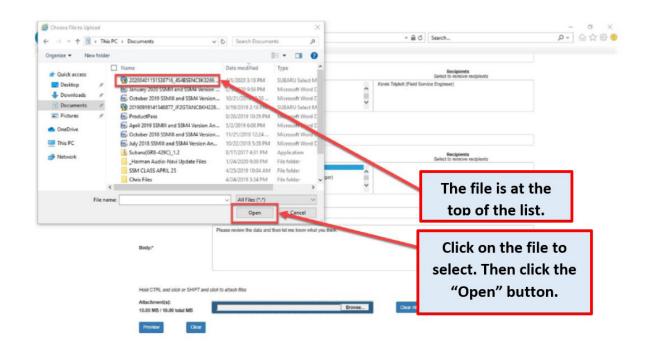
**STEP 17:** Select the representative who you wish to send the file to. The desired representative can only be chosen from the list prompted after clicking the "To\*" button.

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ubaru Diagnostic System	s					
SDS Email T	ool					
Enter the required	information into the email template	form below to contact a SDS member.				
Reply To	ccat@subaru.com					
Dealer	N/A					
Dealer Phone	N/A	Click the "To*" box and enter				
То*	Tech Support (Mailbox) x	"tech support" for <u>Techline</u> .	+	•		
	Select up to 5 To Recipients					
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Subject*	Enter your subject					
Body*	Enter your message					
🔎 😞 Subaru Desktop	SDS Email Tool and 1 E Pictures	ے 52°F Cloudy 🗗 🎽 🦉 🕫 🕹 ۱۹	۵ 🧖 🖻		[	0-2

## STEP 18: Use the Email tool to enter the required information and attaching the saved files.

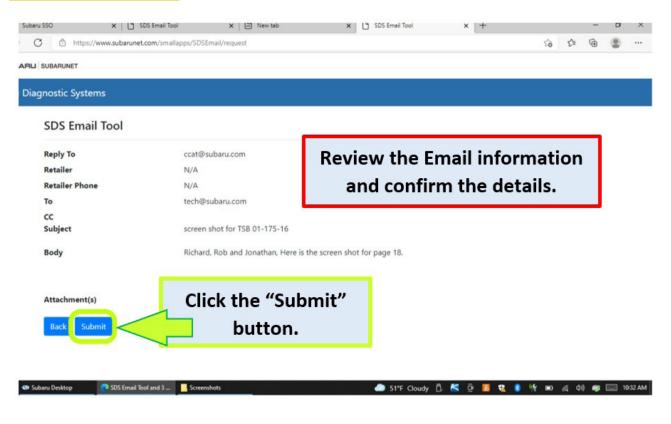






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📒 🔎 🍩 Subaru Desktop 💽 SDS	Email Tool and 1 Screen		this example, the size is 74.85k	(В.			1	0:42 AM
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## STEP 20: Send the Email.



runet.com/smallapps/SDSEmai	Vconfirm	✓ m C Search	<b>₽</b> ↔ ↔ ↔
Subaru Diagn	ostic Systems		
Reply To:* Dealer;* Dealer Phone;*	myemail@retailemame.com NA NA		
Tor* CC:	ktri@subaru.com		
Subject:* Body:*	Legacy File Please review the data and then let me know what you think.	The file has been program can	
Attachment(s):	20200401151530716_45485ENC0K3269105 SEPF	program can	be closed.

## E-Mailing Data Files to Techline: ALTERNATE PROCEDURE

This alternate procedure is for use when the SDS Laptop is not directly connected to a network / Internet (or is experiencing connectivity issues).

- 1. Start by inserting a flash drive into the USB slot of the SDS laptop. This USB must be dedicated solely for this purpose. **IMPORTANT:** NEVER USE FLASH DRIVES FORMATTED FOR AUDIO/ NAVIGATION UPDATES!
- 2. Locate your Project File and copy it onto the flash drive. Insert the flash into the PC you wish to send the e-mail from.
- 3. Navigate to the Project File stored on the flash drive.
- **4.** Open your e-mail in a web browser, start a new message and attach the Project File to the e-mail. (This procedure will vary depending on the e-mail being used.)
- **5.** The same procedures listed above in the Recommended Procedure apply to the Subject and body fields of your new e-mail message.
- 6. Send the e-mail to <u>tech@subaru.com</u>.
- 7. If no response is received within 24 hours, contact the Techline to verify receipt of the message.

#### **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.