**ATTENTION:**

GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

**SUBARU.**

QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

| | | |
|---|---|---|
| **APPLICABILITY:** | 2000MY to Current, All Models | **NUMBER:** 01-168-09R |
| **SUBJECT:** | Replacement Key and Immobilizer Information | **DATE:** 06/17/09 |
| | | **Revised:** 04/25/13 |

## INTRODUCTION

The purpose of this bulletin is to provide replacement key and immobilizer information and to provide an overview of the Subaru Lock Information web-site.
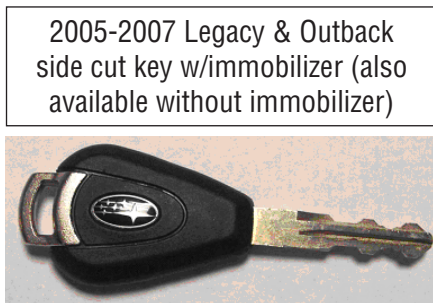
## OVERVIEW OF THE DEALER-ONLY SUBARU LOCK INFORMATION SITE

The Subaru Lock Information Site (SLIS) is located at http://lockinfo.subaru.com, and provides information on how to obtain immobilizer codes and key cut codes for Subaru vehicles from the 2000MY to present. This document identifies the equipment required to initialize (reset) the immobilizer code and cut the key blanks, for both immobilizer and non-immobilizer type keys. Subaru of America began using immobilizer systems in some 2005MY vehicles (please refer to Chart 2 on page 2 for more detailed information).

## KEY BLANK TYPES

Subaru vehicles are equipped with either standard side cut keys or high security keys (see Chart 1 on page 2 for a detailed listing). All high security keys are equipped with an immobilizer device installed. Some standard side cut keys may or may not be equipped with an immobilizer device. Key blanks can be purchased through normal parts channels. The following page are examples of the Subaru key blank styles:
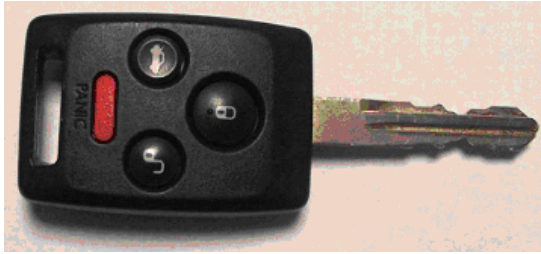
**There are many different styles of key cuts. Be sure to order the correct blank for your particular application and verify that your key cutting equipment is compatible. Master keys are shown below.**



2005-2007 Legacy & Outback side cut key w/immobilizer (also available without immobilizer)



2008-2011 Impreza high security key w/immobilizer

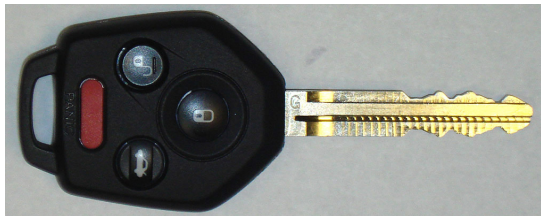| 2008 Legacy, Outback, and Tribeca side cut key w/immobilizer and keyless entry | 2009-2013 Forester high security key w/immobilizer |
|---|---|



| 2009 Legacy & Outback and 2009-2013 Tribeca side cut key w/immobilizer and keyless entry | 2010-2014 Legacy & Outback high security standard key w/immobilizer and keyless entry |
|---|---|



| 2012-2013 Impreza, 2013 XV Crosstrek and 2014 Forester side cut key w/immobilizer and keyless entry | 2013 BRZ side cut key w/immobilizer and keyless entry |
|---|---|
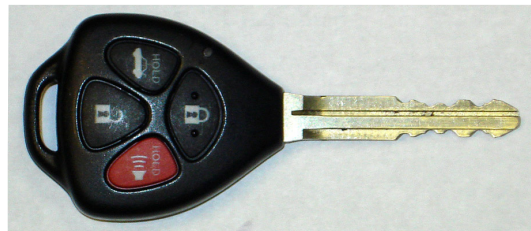


*continued...*

| 2013 BRZ keyless access with push-button start system access key with inside cut mechanical key, immobilizer, and keyless entry | 2013-2014 Legacy & Outback keyless access with push-button start system access key with high security mechanical key, immobilizer, and keyless entry |
|---|---|



| 2014 Forester keyless access with push-button start system access key with inside cut mechanical key, immobilizer, and keyless entry. (Different part number and key cutting code from 2013 BRZ.) |
|---|

## SUBARU VEHICLES EQUIPPED WITH ENGINE IMMOBILIZER SYSTEM

|  | Baja | Forester | Impreza | Legacy | Outback | Tribeca | BRZ | XV Crosstrek |
|---|---|---|---|---|---|---|---|---|
| **2005** | n/a | 2.5XT | STi | 2.5GT | 2.5XT, 3.0R | -- | -- | -- |
| **2006** | n/a | 2.5XT | WRX, STi | All | All | All | -- | -- |
| **2007** | -- | 2.5XT | WRX, STi | All | All | All | -- | -- |
| **2008** | -- | 2.5XT | All | All | All | All | -- | -- |
| **≥ 2009** | -- | All | All | All | All | All | All | All |

## WEB SITE ACCESS: AUTOMOTIVE SECURITY PROFESSIONALS

The public-facing locksmith site (linked off of STIS, via the "Immobilizer Key Access" button), is a pay site for lock professionals.

## WEB SITE ACCESS: AUTHORIZED SUBARU DEALERS

Authorized Subaru Dealers can access SLIS through Subarunet (under the Service tab, or by directly following the URL **http://lockinfo.subaru.com**. Access to the immobilizer information will only be allowed for Subaru Dealership Service Managers and Parts Managers. Access will be granted by using the managers' SMART user name. No other employees can access the Subaru Immobilizer Database.

**Note: It is the dealers' responsibility to perform due diligence by entering or deleting employees in the SMART Dealer Employee Maintenance Database. This is especially true of Service Manager and Parts Manager position changes.**

### Step by Step Process To Access the Site

• Once on the SLIS home page, the Service Manager or Parts Manager will be asked for their SMART user name. At that time, if this is the first time he/she has logged on to the web site, the password "Welcome" should be used. He/she will then be prompted to create a new password (this will not change your current SMART password).

• The Service Manager or Parts Manager will then be prompted to read the disclaimer and answer "accept" or "not accept". If they answer "not accept", the system will not let them access the immobilizer information.

• A page will then be displayed, allowing for entry of the full 17 character VIN of the vehicle in question.

• Provided the VIN is found in the database, the immobilizer Security ID along with the key/ cutting code will appear.

• A charge of $2.80 will be incurred for each immobilizer request.

**Note: Costs are $9.95 per transaction, or $25.95 for a 24 hour subscription access (with no transaction limit).**

**SOA Warranty will only reimburse an approved warranty claim with an Immobilizer Code access cost of <u>$2.80 per transaction</u>, as a sublet cost. The public-facing (professional locksmith) web site's public accesses fees of $9.95 and $25.95 will be reduced to $2.80 per transaction, if those fees are submitted as a part of a warranty claim.**

*continued...*

## EQUIPMENT

The Subaru Diagnostic System (SDS) which includes the SSMIII diagnostic device to reprogram Subaru immobilizer codes can be purchased through Kent-Moore Corporation (http://subaru.spx.com). See the Subaru Technical Information System (STIS) (http://techinfo.subaru.com) for more information under the "Special Tool Information" tab. The SSMIII stand alone kit requires the use of a laptop computer with minimum standards, show in the table below:

| OPERATING SYSTEM | Microsoft 32-bit Windows 2000/XP (Windows XP Pro 64-bit, and Windows Vista CAN NOT be used.) |
|---|---|
| CPU | Intel Pentium M processor; 900 MHz equivalent or higher recommended |
| RAM | 256 MB recommended |
| AVAILABLE HARD DRIVE CAPACITY | 20 GB recommended |
| DRIVE | CD-ROM drive |
| COMMUNICATIONS PORT | USB port (USB 1.1 or higher) |

Instructions for Immobilizer re-initialization for keys, etc., can be found in the applicable immobilizer manual on STIS.

The Subaru HDS Kit from Blue Streak Electronics can also be used.

## TEACHING OPERATION CODES

A Teaching Operation Code may be needed when using the SSMIII. The following are the necessary Teaching Codes:

| VEHICLE LINE | MODEL YEAR | TEACHING CODE |
|---|---|---|
| Legacy | 2005 and after | 3781 |
| Impreza | 2005~07 | 3178 |
|  | 2008-2011 | 3781 |
| Forester | 2005~08 | 3178 |
|  | 2009-2013 | 3781 |
| Tribeca | 2006 and after | 3781 |

## KEY CUTTING MACHINERY RECOMMENDATIONS

Subaru of America recommends the use of the Barnes Distribution key cutting machines, "PC + Flash" machine for standard cut keys and the "BD Laser" for high security cut keys. Consult http://www.subaru-spx.com for key machine purchases.

High Security Keys



PC & Flash



## DEALER CENTRALIZED HIGH SECURITY KEY CUTTING SERVICE

The Subaru of America Parts Department offers a high security key cutting service for dealers who have not purchased the high security key cutting machine. The service program details can be found on Subarunet.com, in the Fixed Operations ("*Fixed Ops - Inventory/Ops*") area, using the "*Security Key Request*" link. Forms, details, and costs are found in this area of Subarunet.com.