

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: 2023MY Ascent
 2024MY Crosstrek
 2023-24MY Legacy/Outback

NUMBER: 15-315-23R

DATE: 11/17/23

REVISED: 02/27/24

SUBJECT: Telematics Data Communications Module (DCM) Product Improvement Reprogramming

INTRODUCTION:

This service information bulletin announces the availability of new reprogramming files for the Data Communications (DCM). These new files include performance and “ease of operation” enhancements. Subscribed customers will be receiving these files via an over-the-air (OTA) update to ensure they get the best possible experience from their Telematics system. This software update is not a mandatory campaign or update program. The reprogramming files contain logic for the following:

- Accelerated Telematics performance.
- Enhancements to improve some Telematics functions.
- Optimized customer experience.

DESCRIPTION OF THE SERVICE PROCEDURE:

Subaru retailers will reprogram the Telematics DCM at no cost to the customer only in the event of an unsuccessful Over-The-Air (OTA) software update attempt.

Please be advised, the OTA update for this repair will be available on Nov 17, 2023, and will be expanded to additional vehicles in eight weekly phased releases.

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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SOFTWARE VERIFICATION:

Read the current DCM software version. If the applicable version does not match the version listed in the table below, the DCM will require replacement. If the current software does match the version listed in the table below, proceed to "RESPONDING TO FAILED DCM FOTA" section of this bulletin.

Model	MY	After FOTA or USB reprogramming
LEGACY/ OUTBACK	23-24	DCM_40.07.35_20230406 DCM_40.10.43_20230309
ASCENT	23	DCM_40.07.35_20230406 DCM_40.10.43_20230309
CROSSTREK	24	DCM_40.07.35_20230406

RESPONDING TO FAILED DCM FOTA: CONTACTING TECHLINE SUPPORT

This section outlines the procedures for Technicians responding to customer concerns regarding failed Data Control Module (DCM) Firmware Over-The-Air (FOTA) updates. If a customer reports a failed DCM FOTA, Technicians should follow these steps:

1. Verify Customer Information and Concerns:

- Collect and confirm customer information, including vehicle identification number (VIN), date and time of the FOTA update attempt, and any error messages encountered. Please try to capture pictures of any error messages.
- Collect and be prepared to provide Techline with the DCM and Infotainment Software versions.
- Clearly understand the customer's concern regarding the failed FOTA update.

2. Initial Troubleshooting:

- Perform basic troubleshooting steps as outlined in the TSB for DCM FOTA updates. This may include checking for software version compatibility, verifying internet connectivity, and ensuring sufficient battery charge.
- If the issue persists after initial troubleshooting, proceed to the next step.

3. Contacting Techline Support:

- Contact Techline support immediately to report the failed FOTA update, and the troubleshooting steps already performed.
- Provide Techline support with all relevant customer information and vehicle details mentioned in Step 1.
- Be prepared to describe the troubleshooting steps taken and any error messages encountered.
 - Techline support will work with you to diagnose the issue and determine the following steps, which may include Additional troubleshooting procedures.
 - Escalating the issue to engineering for further investigation.
 - Providing instructions for repair procedures.

4. Documenting the Interaction:

- Document all communication with Techline support, including the date and time of contact.
- Name of Techline representative spoken with.
- Summary of the issue reported, and troubleshooting performed.
- Any recommendations or instructions provided by Techline support.
- Maintain this documentation for future reference and potential warranty claims.

IMPORTANT NOTES:

- This section serves as a guideline, and specific procedures may vary depending on the TSB and vehicle model. Please refer to STIS for service procedures.
- Do not print this or any TSB. Always refer to the latest version of the TSB for the most accurate and up-to-date information.
- Refer to the Labor Time Guide for service procedures performed.