

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 BULLETIN

APPLICABILITY: All Models with Gen 2 & Gen 3 Telematics
 Except Solterra

NUMBER: 15-251-19R

DATE: 09/26/19

SUBJECT: DTC B2A16

REVISED: 06/24/25

INTRODUCTION:

This Service Bulletin provides additional diagnostics to follow when addressing a Telematics-related DTC B2A16. In most cases involving this DTC, the following scenario(s) occur:

- When trying to use the remote engine starter (RES) feature through Telematics (STARLINK / My Subaru app) the request is unsuccessful and the red Telematics indicator lamp illuminates.
- The customer takes their vehicle to the Retailer and the Technician finds the only code stored to be B2A16 in the DCM.
- The Technician diagnoses the DTC per the applicable Service Manual trouble tree and replaced the DCM.

IMPORTANT: Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored **WITHOUT** replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon. In the interim, refer to the diagnostic procedure outlined in this bulletin.

GENERATION INFORMATION:

Carline	MY 2016	MY 2017	MY 2018	MY 2019	MY 2020	MY 2021	MY 2022	MY 2023	MY 2024	MY 2025
Ascent	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
Crosstrek	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3+
Crosstrek Hybrid	n/a	n/a	n/a	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen 3
Forester	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2+	Gen 2+	Gen 2+	Gen 3+
Forester SHEV	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Gen3+
Forester Wilderness	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2+
Impreza	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 2	Gen 2	Gen3	Gen 3+
Legacy	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
Outback	Gen 1	Gen 1	Gen 1	Gen 1	Gen2	Gen 2	Gen 2	Gen 3	Gen 3	Gen 3+
WRX	n/a	Gen 1	Gen 1	Gen 1	Gen 1	Gen 1	Gen 2+	Gen 2+	Gen 3	Gen 3+
BRZ	n/a	n/a	n/a	n/a	n/a	n/a	Gen 2+	Gen 2+	Gen 2+	Gen 2+

**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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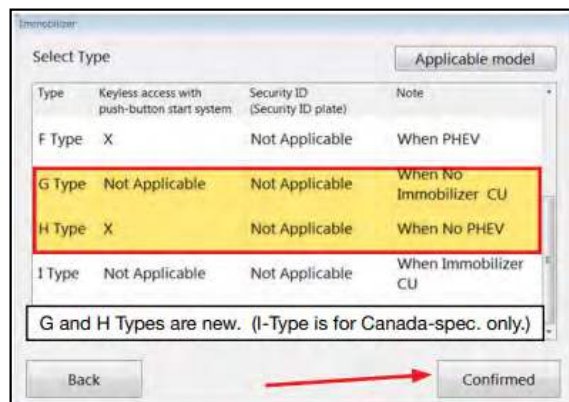
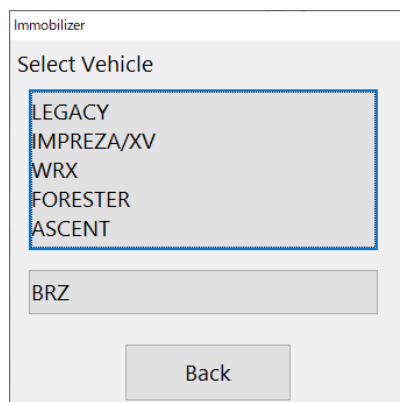
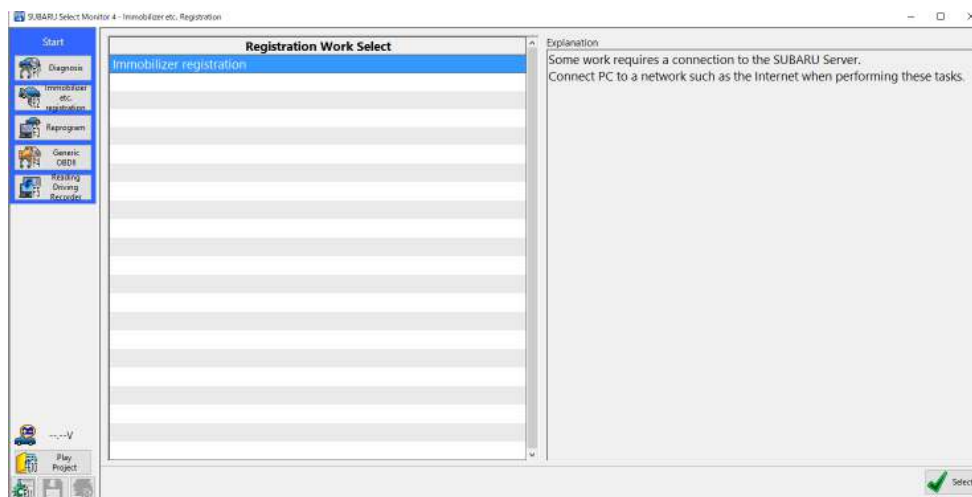
SERVICE PROCEDURE / INFORMATION:

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

IMPORTANT: Nearly all of the scenarios outlined above can be addressed and normal RES operation through the Telematics system restored WITHOUT replacement of the DCM. SBR will be updating the applicable Service Manuals to reflect this very soon.

If DTC B2A16 is found in the DCM, start by registering the DCM with the vehicle immobilizer system to avoid a potentially unnecessary DCM replacement. Follow the instructions found below:

1. Register the DCM with the immobilizer as outlined in TSB 15-251-19R or 18-226-25R.
2. Cycle the ignition key off and wait 1 minute.
3. Connect the SSM4 and clear all Diagnostic Trouble Codes (DTCs).
4. Cycle the ignition off and wait 1 minute.
5. On a Gen3-equipped model, connect the SSM4 and review the telematics data for all PIDs, verifying that the Immobilizer Key Registration Status equals "Registered."
6. Follow TSB 15-266-20R to request RES verification of the repair.



NOTE: When selecting G, H, or I Type, the latest SSM4 software (July 2019 version or later) is required along with a secure network connection. Refer to TSB 15-246-19 for additional details.

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Once the DTC is cleared, confirm the Telematics RES function operates. **NOTE:** The customer will need to help with this as it requires them to enter their PIN through either the MySubaru web page or the mobile MySubaru App.

If registering the DCM with the vehicle immobilizer system resolves the condition and STARLINK Telematics RES now operates normally, **ensure all DTC are clear and release the vehicle.**

IMPORTANT: Whenever either the Keyless Access Module (KAM) or the DCM is replaced on a STARLINK Gen2 and Gen 3 Telematics -equipped vehicle, the DCM **MUST** be registered with the vehicle immobilizer system.

US model		2005MY	2006MY	2007MY	2008MY	2009MY	2010MY	2011MY	2012MY	2013MY	2014MY	2015MY	2016MY	2017MY	2018MY	2019MY	2020MY	2021MY	2022MY	2023MY	2024MY	2025MY
Legacy OBK	Key Access type	A Type (XT Model ONLY)	A Type										B Type					G Type				
	keyless Access with push-button start system		D Type										H Type									
Tribeca			A Type										B Type					G Type				
IMPREZA	Key Access type		A Type										B Type					G Type				
	keyless Access with push-button start system		D Type										H Type									
Crosstrek	Key Access type		A Type										B Type					G Type				
	keyless Access with push-button start system		D Type										H Type									
Crosstrek Hybrid			D Type										F Type									
WRX/STI	Key Access type		A Type										B Type					G Type				
	keyless Access with push-button start system		D Type										H Type									
Forester	Key Access type	A Type(XT Model ONLY)	A Type										B Type					G				
	keyless Access with push-button start system		D Type										H Type									
BRZ	Key Access type		X Type										G Type									
	keyless Access with push-button start system		Y Type										H Type									
ASCENT	Key Access type		B Type										G Type									
	keyless Access with push-button start system		D Type										H Type									
Canada model		2005MY	2006MY	2007MY	2008MY	2009MY	2010MY	2011MY	2012MY	2013MY	2014MY	2015MY	2016MY	2017MY	2018MY	2019MY	2020MY	2021MY	2022MY	2023MY	2024MY	2025MY
Legacy/ODK			A type										E type					I Type				
IMPREZA			B type										E type					I Type				
Crosstrek			B type										E type					I Type				
Forester			B type										E type					I				

Always refer to the applicable Immobilizer Registration Manual for the Model Year vehicle being repaired. These manuals can be found on STIS by searching Online Publications > Publication Type > Other/Miscellaneous and searching with the keyword “Immobilizer”.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
DCM IMMOBILIZER REGISTRATION & RES SYSTEM OPERATION CHECK	A067-918	0.4	ZTT-43

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.