

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: All 2026MY Vehicles Equipped w/ Gen4 Telematics

NUMBER: 07-240-26R

DATE: 2/23/25

SUBJECT: DTC B2A20 Diag Strategy & Service Impact Verification

REVISED: 2/25/25

INTRODUCTION

This Service Information Bulletin was developed to provide interim guidance for vehicles exhibiting DTC B2A20. Field investigation into the root cause is ongoing. If DTC B2A20 has been detected, follow the service procedures outlined in this bulletin.

CRITICAL NOTE: Telematics messaging displayed to the customer may inaccurately state that the system is “Inoperative.” This is legacy messaging. The Telematics system is NOT fully inoperative. Most importantly, Automatic Crash Notification (ACN) remains fully functional even when B2A20 is Current.

CUSTOMER ASSURANCE & SERVICE IMPACT:

When DTC B2A20 is Current, the Red Telematics LED will illuminate. If the DTC moves to History, the LED will turn off, and full service functionality is restored. Inform customers that while the light is on, only the following specific cloud-based services are impacted:

- Infotainment/SXM: Satellite channels remain available; however, SXM IP (Xtra) functions are disabled.
- Navigation & VR: Cloud-based Traffic, RichPOI, and Natural Language Understanding (NLU) are disabled. The system defaults to Embedded Navi/VR.
- Roadside & Concierge: Calls cannot be initiated via the Center Information Display (CID). Calls must be placed using the overhead hardware switch (iCall), which will connect directly to ERA.
- Connectivity: WiFi Hotspot and Service Appointment Scheduler (SAS) will show error pop-ups. CCU FOTA downloads will pause.
- Remote Services: Valet Mode, Curfew warnings, and SendPOI synchronization are temporarily disabled.

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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DO NOT replace the Data Communication Module (DCM) for a standalone B2A20 DTC.

Perform the following steps to ensure proper diagnosis and avoid unnecessary repair attempts:

1. Verify Concern: Perform a full system scan using SSM5.
2. Systems Check: Follow TSB 15-266-20R to confirm the overall health of the telematics system.
3. DTC Analysis:
 - If B2A20 is the ONLY telematics DTC present (Current or History), collect the CCU Log (one-time only) and submit via QMR. Follow TSB 15-331-25 page 9 to extract the CCU log.

NOTE: CP25 CCU log extraction differs from all other models, and not following the TSB entirely will result in difficulty or failure.

- No further action is required. Advise the customer that the system is functioning within the current known parameters and continue driving.
 - If the DTC reoccurs, do not perform additional logging or repairs. The customer can continue driving the vehicle to see if DTCs U1F0188, B22A4, or B22A5 are detected, pointing us in the direction of a diagnosis.
4. Complex DTCs: If B2A20 is found in combination with U1F0188, B22A4, or B22A5, do not ignore them. Proceed with the specific trouble-tree diagnosis for those secondary codes identified in STIS.

Avoiding “Misdiagnosis by Association.”

A History B2A20 must not be used as a “catch-all” explanation for unrelated issues in the Telematics or Infotainment systems. If the customer’s concern does not match the “Impacted Services” list in Section 2, technicians must investigate other relevant DTCs, hardware failures, or customer concerns independently.

IMPORTANT NOTES:

- Current DTC might impact SSM5 interaction with CCU resulting in complications for CP25 software update covered by TSB 15-335-25. In that case, please follow applicable diagnostic procedures for each DTC as well as apply information presented earlier.
- Additional resources for CP25 diagnostic are available on Subarunet: Service Operations & Technical-> Forms/Downloads as shown below.



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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.