

- 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: Models with Denso Ten DTEN / Fujitsu Ten FTEN /Clarion (Gen2), Harman Head Unit (Gen3) and DENSO CP1.0 / CP1.5 Cockpit Control unit (Gen4) **NUMBER:** 15-307-23
DATE: 03/20/23

SUBJECT: Discontinuation of SUBARU STARLINK service or STARLINK service Sunset

INTRODUCTION:

This Service Information Bulletin provides notification, that SUBARU STARLINK service is being discontinued by the end of March 2023. The customer notification has been displayed onto the SUBARU STARLINK smartphone application from 12/12/2022.

SERVICE INFORMATION:

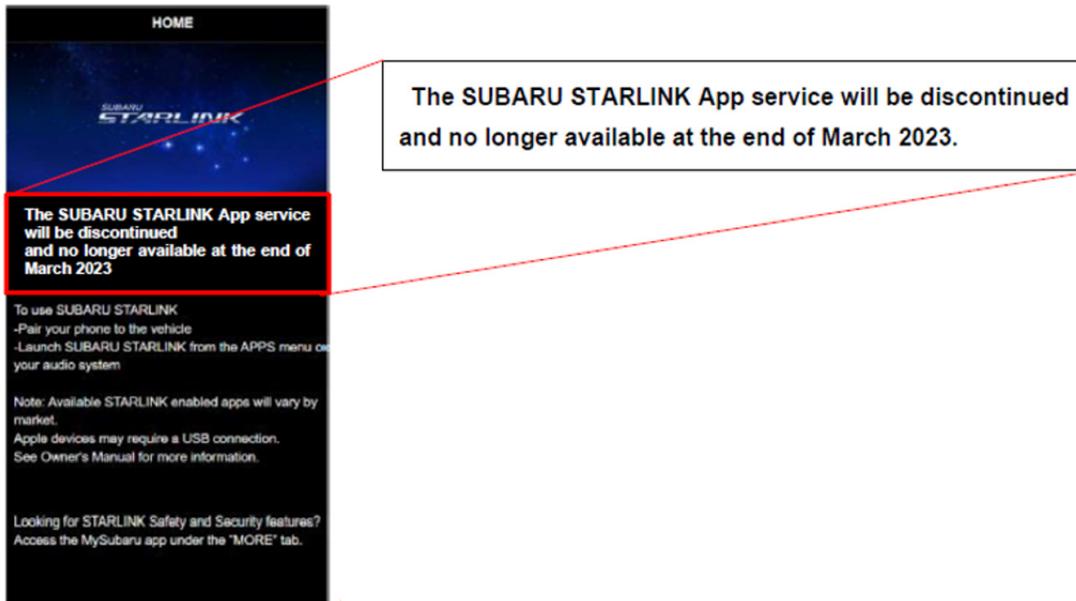


Figure 1. SUBARU STARLINK smartphone application “HOME” screen

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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The SUBARU STARLINK service should not be confused with the “My Subaru” application which controls the Telematics features of the vehicle. The “My Subaru” application will continue to function normally.

The schedule for the SUBARU STARLINK service shut down/sunset is shown below:

- **March 6, 2023** => Removal of smartphone apps from Google/Apple app stores
- **March 20, 2023** => Complete server shutdown
- **March 31, 2023** => Contract with app provider ends

The “SUBARU STARLINK” soft key icon will not be removed from any of the vehicles equipped with it as an option. This includes models with Denso Ten DTEN / Fujitsu Ten FTEN / Clarion (Gen2), Harman Head Unit (Gen3) and DENSO CP1.0 / CP1.5 Cockpit Control unit (Gen4) equipped vehicles.

The head-unit, or the STARLINK App will then behave as described below, after the STARLINK Service is discontinued.

- **Vehicle side:** When tapping Starlink icon on the Head Unit, the HOME screen notification is displayed as shown below:



Figure 2. Harman (Gen 3) error message

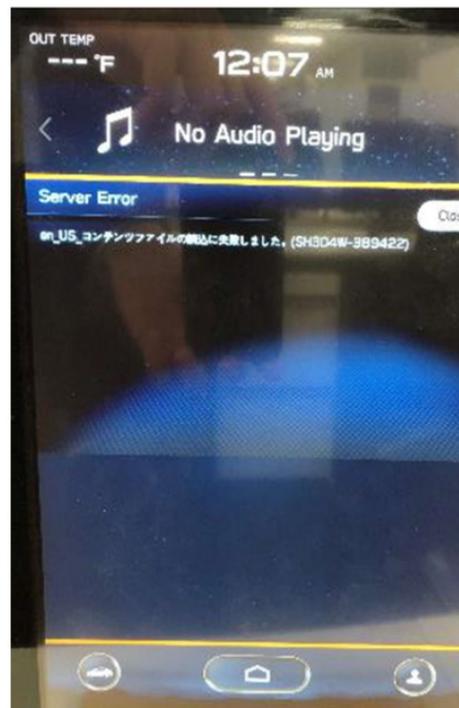


Figure 3. Denso (Gen 4) error message

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Figure 4. Denso Ten DTEN / Fujitsu Ten FTEN / Clarion (Gen2) message

➤ *Smartphone side:*

- When tapping SUBARU STARLINK app on the smartphone, the “NETWORK PROBLEMS” screen is displayed. After selecting “Close”, the message “Services are unavailable” screen is displayed.

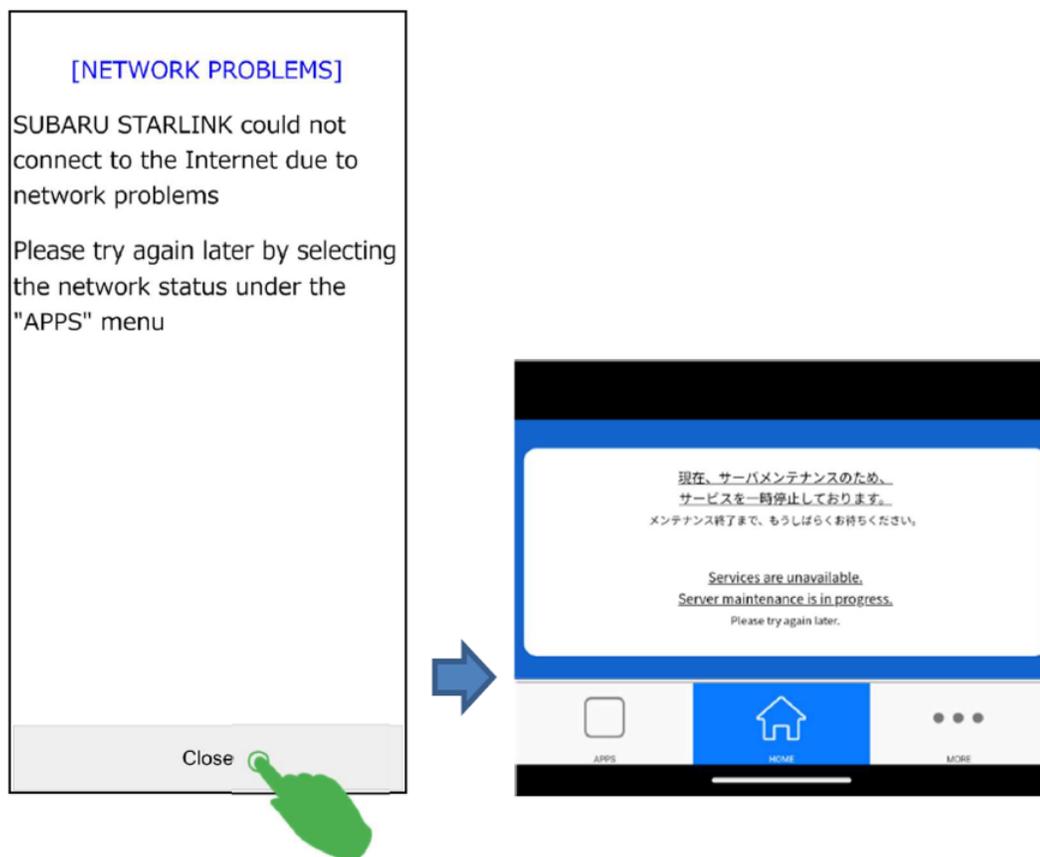


Figure 5. Smartphone messages after launching SUBARU STARLINK app on the smartphone

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- When selecting “APP”, “HOME”, or “MORE” options in the application shell, the user will see a “Services are unavailable” screen or MapCare subscription expiration message.



Figure 6. “APP”, and “HOME” button take you to the Services are unavailable screen

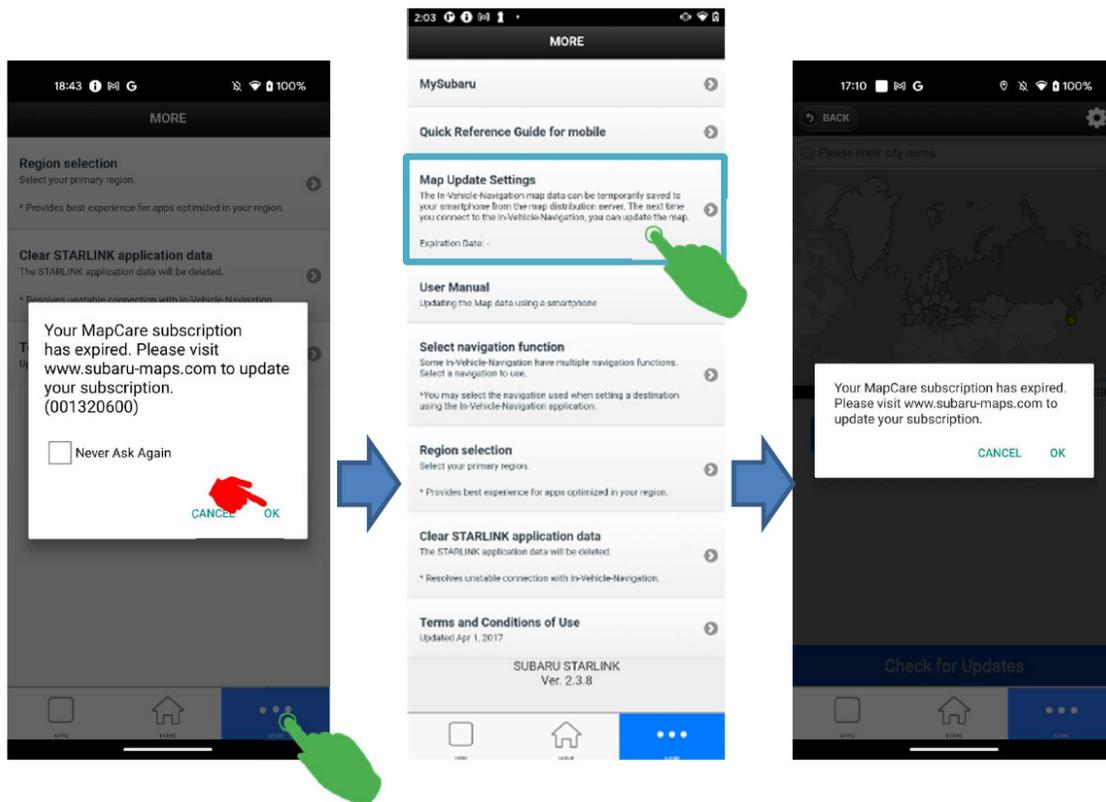


Figure 7. “MORE” button shows MapCare subscription expiration message

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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.