

SUBARU
STARLINK™
YOUR SUBARU CONNECTED 

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Foreword

Welcome to SUBARU STARLINK

For over 50 years, Subaru has been designing vehicles to help protect you and your passengers. Building on our long history of engineering safe vehicles, we are pleased to bring you SUBARU STARLINK vehicle technology, that provides additional security and peace of mind you've come to expect from Subaru.

SUBARU STARLINK is a technology feature that allows you to stay connected to your Subaru vehicle and receive important information to help keep you and your vehicle safe.

SUBARU STARLINK uses the nationwide 4G LTE cellular network (where available). This technology is completely separate from your smartphone device and uses automatic roaming, optimizes connections and prioritizes emergency requests. Housed inside your vehicle, SUBARU STARLINK uses voice-response technology with the addition of a live assistance team for features such as Advanced Automatic Collision Notification (AACN), SOS Emergency Assistance, Enhanced Roadside Assistance and Concierge Service.

With SUBARU STARLINK features, you are able to:

- Receive automatic emergency assistance in the event of a collision
- Receive assistance in the event your vehicle is stolen
- Remotely access vehicle features
- Monitor the status of your vehicle's health

In addition, SUBARU STARLINK can keep you informed and up-to-date on your vehicle's status via email, text messaging or push notifications.

Use your MySubaru account to access SUBARU STARLINK features and alerts. In order to do this, you will need to complete the enrollment details and set your preferences for SUBARU STARLINK. You can enroll via MySubaru.com (Refer to "How to Enroll - page 6"). Enrollment might have occurred at your Retailer, so be sure to look for a confirmation email with your temporary password before creating a new account.

MySubaru also provides you access to a wealth of remote features such as Remote Lock & Unlock, Remote Engine Start, Remote Vehicle Locator and many more.





NOTE

SUBARU STARLINK service is limited to the Continental U.S., Alaska, Hawaii, the District of Columbia and Canada, and may not be available in all states. For complete details applicable to your STARLINK subscription, please refer to the SUBARU STARLINK Service Agreement Terms and Conditions or see your Retailer for details.

Introduction

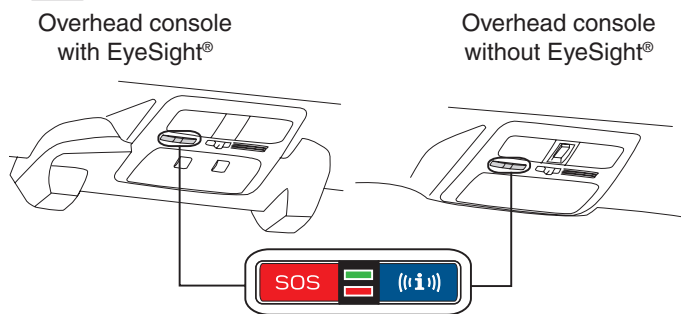
The SUBARU STARLINK Experience



With the SUBARU STARLINK system integrated into your vehicle, advanced safety and security technology is just a button press away. The SUBARU STARLINK experience includes in-vehicle call center support, maintenance and diagnostic alerts as well as remote services that keep you connected to your Subaru vehicle. This Owner's Manual will help to familiarize you with the features of SUBARU STARLINK.

Located in the overhead console of your vehicle are the red SOS  and blue i-button . Both buttons link you to the SUBARU STARLINK call centers that are there to support you 24 hours a day, 7 days a week.


The SOS button  is for SOS Emergency Assistance.

The i-button  is for Enhanced Roadside Assistance or Concierge (if subscribed).



- Press the SOS button  for SOS Emergency Assistance* (Refer to “Using SOS Emergency Assistance - page 13)
- Press the i-button  for Enhanced Roadside Assistance* or Concierge* (if subscribed).* (Refer to “Enhanced Roadside Assistance - page 14 or STARLINK Concierge - page 37”)
- To cancel a SOS Emergency Assistance, Enhanced Roadside Assistance or a Concierge call, press and hold the same button for approximately 2 seconds or select the “End Call” button displayed on the head unit





NOTE

If you subscribed to SUBARU STARLINK's Concierge services, an option screen will display on the head unit when the i-button  is pressed. From the option screen you can select either Enhanced Roadside Assistance or Concierge Services. If you do not choose a service, then Roadside Assistance will automatically be called in approximately 10 sec.

* In order to utilize these services, you must be an active STARLINK subscriber.

The SUBARU STARLINK Experience

The overhead console also includes the LED status lights that indicate the SUBARU STARLINK system status. Below is a description of the different statuses that the LED light(s) can indicate.

LED	Status	Situation
Solid Green		System is normal. A subscription to the SUBARU STARLINK service has been established*.
Solid Red		A system malfunction has occurred. Refer to Troubleshooting - page 42.
Flashing Green or Red		SUBARU STARLINK service is currently communicating (e.g. Voice call, Stolen Vehicle Recovery, Trip Tracker, etc.).
No Light		A subscription to the SUBARU STARLINK service has not been established. Refer to Troubleshooting - page 42.

*This does not always reflect that the SUBARU STARLINK service is available.

SUBARU STARLINK Enrollment

How to Enroll

You can enroll in SUBARU STARLINK online at the MySubaru website (MySubaru.com), the MySubaru Mobile App, at your retailer or by calling a STARLINK Customer Care Advisor at 1-855-753-2495. MySubaru is the Subaru owner website that allows you vehicle access to remote services, user preferences, diagnostic alerts and other useful features enabled by your STARLINK Safety Plus, STARLINK Security Plus and STARLINK Concierge subscription.

To enroll in SUBARU STARLINK, you first need to create or update your MySubaru account. MySubaru is the owners portal for all things about your Subaru vehicle. To create an account please visit MySubaru.com.



NOTE

Please have your Vehicle Identification Number (VIN) available, as you will need it to complete enrollment. After the enrollment process, you will learn more about the features in detail at MySubaru.com.

SUBARU STARLINK

With SUBARU STARLINK you are given the freedom to choose a package with the features that you want. To see the current plans and package details please visit the MySubaru website (MySubaru.com) or MySubaru Mobile App.



STARLINK Safety Plus - Choosing Safety Plus includes our call center support features: Advanced Automatic Collision Notification, SOS Emergency Service and Enhanced Roadside Assistance as well as giving you more access to your vehicle's health. Also included is the in-vehicle Service Appointment Scheduler, making it even easier to schedule service at your preferred Subaru Retailer.



STARLINK Security Plus - With Security Plus you get all the benefits of STARLINK Safety Plus and your vehicle is protected with features like Stolen Vehicle Recovery Plus with Immobilizer and Security Alarm Notifications. Stay connected to your vehicle with features like Climate Control, My Trips with Destination to Vehicle, and Vehicle Alerts that include Boundary Alert, Speed Alert and Curfew Alert. STARLINK Security Plus also includes features for the Subaru Crosstrek Hybrid like Remote Battery Charging Timer, and Charge Now.



STARLINK Concierge - Concierge includes all the benefits of STARLINK Safety Plus and Security Plus as well as providing personalized call center support for locating and sending Destinations to your in-vehicle navigation system (if equipped), along with assisting in scheduling Service Appointments with your preferred Subaru Retailer and setting reservations at your favorite hotels and restaurants.



WiFi Hotspot - Whether traveling to the store or across the country, SUBARU STARLINK now includes an in-vehicle WiFi Hotspot on AT&T's nationwide cellular network. Setting up the service is quick and easy, you can connect your vehicle to an already existing AT&T wireless account or choose from one of the simple pay-as-you go plans. See page 39 for details on how to subscribe to the WiFi Hotspot.



NOTE

Depending on how your vehicle is equipped, some features might not be available. Check with your Retailer or MySubaru to see what SUBARU STARLINK features are applicable to your vehicle.



NOTE

Because they require a connection to a cellular network, these features may not work when near a weak signal area

SUBARU STARLINK Features List



STARLINK Safety Plus

- SOS Emergency Assistance
- Enhanced Roadside Assistance
- Advanced Automatic Collision Notification
- Maintenance Notifications
- Vehicle Health Report
- Service Appointment Scheduler
- Remote Vehicle Condition Check



STARLINK Security Plus

- Stolen Vehicle Recovery Plus
- Stolen Vehicle Immobilizer
- Remote Lock & Unlock
- Remote Horn & Lights
- Vehicle Security Alarm Notifications
- Remote Vehicle Locator
- Climate Control
- Destination to Vehicle
- Valet Mode
- Trip Logs and Driving Journals
- Vehicle Alerts (Boundary, Speed and Curfew)

Crosstrek Hybrid Features

- Remote Battery Charging Timer (Crosstrek Hybrid)
- Charge Now (Crosstrek Hybrid)



STARLINK Concierge

- Destination to Vehicle (Concierge Service)
- See MySubaru for more details



NOTE

Some options in Climate Control are not available for the Crosstrek Hybrid as they are not applicable.



NOTE

If your vehicle has not been tuned on for more than 13 days, then the SUBARU STARLINK system will enter into a sleep mode to help preserve its battery. Please refer page 43 (Troubleshooting) for more information.

Getting Started is Easy

Access to SUBARU STARLINK Features

The MySubaru website (MySubaru.com) and MySubaru Mobile App are your portal to remote services, user preferences as well as other convenient features enabled by your STARLINK subscription. All you need to do is log on to the website or mobile app to access the following features:

MySubaru Mobile Application

You can download the MySubaru Mobile App to your compatible smartphone from the following sites:

- iPhone® - Apple® App store
- Android® - Google Play Store

After downloading the MySubaru Mobile App to your smartphone, all you have to do to get started is login with your MySubaru username and password for authentication.

- Remote Services
- Vehicle Health Report
- Maintenance Schedules
- Service History
- Service Campaigns and Recalls
- Warranty Information
- STARLINK Profile
- STARLINK PIN
- STARLINK Packages and Pricing
- STARLINK Subscriptions
- MySubaru Account Settings
- and much more...



NOTE

If you have multiple SUBARU STARLINK equipped vehicles, please make sure to select the vehicle you want to access. The vehicle you have selected will be displayed at the top of the website or mobile app.



NOTE

If you received a temporary password for your MySubaru account you will need to complete your registration on the MySubaru.com website.

MySubaru

Making Ownership Easy

The connection between you and your vehicle has never been simpler and the MySubaru website (MySubaru.com) and MySubaru Mobile Application are the best ways to stay in touch with your Subaru vehicle. From MySubaru you can access the following information and STARLINK Safety and Security services:

- Remote Services
- Vehicle Health
- Usage Reports
- Appointment Scheduler
- Vehicle Maintenance Schedules
- Service History
- Support Resources

You can also use the MySubaru website (MySubaru.com) or MySubaru Mobile App to manage:

- Basic account information
- Interests and activities
- Email and Mail communications
- Authorized Users
- Authorized Devices
- Preferred Retailer
- Your Subaru vehicles
- Alert settings
- Communication Preferences
- Personal Identification Number (PIN)
- Auto-Login setting
- Billing Information
- STARLINK Subscriptions
- WiFi Hotspot Subscription



NOTE

To use any of the STARLINK Remote Services from MySubaru.com or the Mobile App you must enter your STARLINK PIN first.

Setting or changing your PIN

In order to protect your privacy and vehicle information, a secure STARLINK Personal Identification Number (PIN) is required to use many of the STARLINK features and the MySubaru Mobile App.

- Set your STARLINK PIN, or verification method during the STARLINK enrollment process
- Enable your smartphone's biometric authentication, like Face ID, Touch ID or fingerprint scanner, to log into the app or to enter your PIN for remote services
- Change your STARLINK PIN at any time after enrollment by selecting "My Profile" then the "Security Settings" option on the MySubaru website or the Mobile App

SUBARU STARLINK Features

STARLINK Safety Plus



Advanced Automatic Collision Notification (AACN)

Upon receiving the Advanced Automatic Collision Notification, a STARLINK Customer Care Advisor will attempt to establish in-vehicle voice communication with the vehicle occupants and alert appropriate emergency services. As long as you are in range of a cellular signal, your advisor can respond promptly, 24/7/365 via SUBARU STARLINK to determine the nature of the emergency.

- If you are unable to answer, the advisor will let you know that emergency assistance has been notified and is on its way
- The advisor will remain on the line until help arrives or until the vehicle's battery loses power



NOTE

- Not all collisions require deployment of an SRS airbag. Please refer to your vehicle Owner's Manual for more details. If you are involved in a collision in which the Advanced Automatic Collision Notification (AACN) is activated, depending upon the nature of the collision and the level of accident forces involved, airbag deployment may not always result.
- The STARLINK Safety & Security system monitors vehicle data to detect a possible safety concern even when airbags are not deployed or a collision has not occurred. Aggressive driving maneuvers, sudden changes in terrain, and loss of vehicle control can trigger the Advanced Automatic Collision Notification feature.
- The Advanced Automatic Collision Notification feature requires adequate cellular coverage and signal strength. This feature is only available in the Continental U.S., Alaska, Hawaii, the District of Columbia and Canada.




NOTE



At any time after initiating a voice call you can adjust the volume of the call by using the volume knob on your vehicle's head unit.

*In order to utilize these services, you must be an active STARLINK subscriber and your vehicle must be within range of a sufficient cellular signal..



SOS Emergency Service (SOS)

Your SUBARU STARLINK Customer Care Advisor can also assist you in the event of an emergency other than the Advanced Automatic Collision Notification. Press the red SOS button  on the overhead console to promptly connect to your advisor from anywhere in the Continental U.S., Alaska, Hawaii and the District of Columbia.

- Press the red SOS button 
- A STARLINK Customer Care Advisor will attempt to establish communication with you to ask about the nature of the emergency and then dispatch the appropriate emergency assistance
- If you are unable to answer, the advisor will let you know that emergency assistance has been notified and is on its way
- The advisor will remain on the line until help arrives or until the vehicle's battery loses power
- To cancel the SOS call, press and hold the red SOS button  for approximately 2 seconds or press the "End Call" button on the head unit display



NOTE

The SOS Emergency Assistance feature requires adequate cellular coverage and signal strength. This feature is only available in the Continental U.S., Alaska, Hawaii, the District of Columbia and Canada.



NOTE

At any time after initiating a voice call you can adjust the volume of the call by using the volume knob on your vehicle's head unit.

*In order to utilize these services, you must be an active STARLINK subscriber and your vehicle must be within range of a sufficient cellular signal.



Enhanced Roadside Assistance*

Enhanced Roadside Assistance connects you directly with Subaru's Roadside Assistance provider. Should you need assistance, STARLINK will know your exact GPS location coordinates and exactly where to find you.

Roadside Assistance can help you with the following:


- Drained battery
- Emergency lockout service
- Gasoline (up to 2 gallons)
- Flat tire change
- Minor fluid replacement



NOTE


Check your warranty for your Roadside Assistance coverage. Your retailer has full coverage details.


How to use:

- Press the blue i-button  or use the Roadside Assistance soft button, which is found by selecting the MySubaru icon on the head unit home screen



NOTE

If you subscribed to SUBARU STARLINK's Concierge services, an option screen will display on the head unit when the i-button  is pressed. From the option screen you can select either Enhanced Roadside Assistance or Concierge Services. If you do not choose a service then Roadside Assistance will automatically be called in approximately 10 sec.

- A STARLINK Customer Care Advisor for Roadside Assistance will attempt to establish a voice communication with you to ask about the nature of the situation and then dispatch the appropriate roadside assistance to the scene
- With STARLINK, the advisor will be able to inform Roadside Assistance of your exact location
- To cancel an Enhanced Roadside Assistance call, press and hold the blue i-button  for approximately 2 seconds or press the "End Call" button on the head unit display



NOTE

At any time after initiating a voice call you can adjust the volume of the call by using the volume knob on your vehicle's head unit.

*In order to utilize these services, you must be an active STARLINK subscriber and your vehicle must be within range of a sufficient cellular signal.



24-Hour Roadside Assistance

Along with Enhanced Roadside Assistance, SUBARU STARLINK provides 24-Hour Roadside Assistance from the MySubaru website or Mobile App. Getting help is as easy as calling from your phone or sending a request through MySubaru. All the same services provided by Enhanced Roadside Assistance are at your fingertips.

From the MySubaru (MySubaru.com) website or MySubaru Mobile App:

- Navigate to the “Roadside Assistance” page from the Service menu
- From the “Roadside Assistance” page you can choose to call the toll free number or select to submit an online request
- If you select to submit an online request you will be asked to fill out the following information:
 - o Reason for Assistance (Locked out, Tow, Flat Tire, etc.)
 - o Provide Details About Your Needs
 - o Contact Information (First / Last Name and Callback Number)
 - o Current Location (If known)
 - o Preferred Contact Method (Email, Text Message or Contact Mobile Number)
 - o Vehicle Information
- Once you completed the online request select the “Dispatch Help Now” button to submit
- After you’ve submitted your request, you can track the progress of your Roadside Assistance request from the Roadside Assistance submission screen which will display periodic updates



Diagnostic Alerts

SUBARU STARLINK monitors critical vehicle systems. If a warning light illuminates on the dashboard, you will receive an email, text or push notification explaining the issue and how to help resolve it. With more serious issues, the SUBARU STARLINK Service Appointment Scheduler will display on the head unit and assist you in scheduling an appointment at your preferred Subaru Retailer.



Vehicle Health

Taking care of your vehicle and monitoring its health is easy and convenient. The MySubaru website (MySubaru.com) and MySubaru Mobile App can provide you important vehicle health statuses so you can make better and more informed decisions on the maintenance and care of your Subaru vehicle.



Maintenance Notifications

Maintenance Notifications help to keep your Subaru vehicle in proper running condition. When your vehicle requires maintenance, you can be notified via email, text, push notifications, or even from your vehicle's head unit. This feature allows you to more easily maintain your vehicle, while helping to ensure that your vehicle receives the proper care at the proper time.



NOTE

Your vehicle is equipped with an in-vehicle maintenance reminder. Once subscribed, SUBARU STARLINK will manage your vehicle's maintenance notifications and communicate to you via your preferred method. If needed, you can review and select the in-vehicle maintenance reminder options from the vehicle settings screen on your touch screen display.



NOTE

You can change your STARLINK Communication Preferences at any time by choosing the My Profile menu, then the Communication Preferences link on the MySubaru website (MySubaru.com) or from the STARLINK™ Communication Preferences link in the My Profile menu on the MySubaru Mobile App.



Service Appointment Scheduler

Whether it's time for regular maintenance or when your vehicle tells you it's time to see a certified Subaru Service Technician, setting an appointment at your preferred Subaru Retailer for service is just a few "clicks" away. With SUBARU STARLINK Service Appointment Scheduler, you can set an appointment from the MySubaru website, Mobile App or the vehicle's head unit. Getting your Subaru vehicle to the Subaru professionals for service is easy, no matter where you are. If you are away from your preferred Retailer for service, you can always use Service Appointment Scheduler to locate any of our certified Subaru Retailers near your location.

STARLINK Service Appointment Scheduler on your head unit is a convenient way to set a service appointment. Simply select the MySubaru icon on the home screen and choose "Make an Appointment" to get started:

- Schedule a new appointment or view any existing service appointments with your preferred Retailer.
- Choose the date you would like to schedule an appointment from the options displayed
- Set a time frame for your appointment (AM or PM)
- Select an available time
- Confirm your appointment

Have a question for your Retailer or need directions? STARLINK Service Appointment Scheduler has the following options to help:

- Locate a Retailer near your location
- Place a phone call to your Retailer (via Bluetooth)
- Get directions to your Retailer (Navigation System Only)

Subaru is there to help when your vehicle needs service. In the event that a Maintenance interval, Diagnostic Alert or Recall campaign occurs, the SUBARU STARLINK Service Appointment Scheduler will assist you in making sure your vehicle gets the attention it needs to stay healthy and on the road.



NOTE

Service Appointment Scheduler is not available for all Subaru retailers. See your preferred retailer for details.

Service Appointment Scheduler - continued



NOTE

Before using Service Appointment Scheduler for the first time, be sure to pair your smartphone with the vehicle's head unit, sync your contacts and allow notifications. This will help set the vehicle's internal clock to your location.



NOTE

Depending on how your vehicle is equipped, some features might not be available. Check with your Retailer or MySubaru to see what SUBARU STARLINK features are applicable to your vehicle.



NOTE

This feature will not work under the following conditions:

- GPS signal is not available
- Weak signal area

STARLINK Security Plus



Stolen Vehicle Recovery Plus

If your Subaru vehicle is ever stolen, you can get extra peace of mind knowing that a SUBARU STARLINK Customer Care Advisor will work with local law enforcement to help attempt to recover your vehicle. Once you have filed a police report, a STARLINK Customer Care Advisor will help provide the authorities with relevant location information to assist in the recovery of your vehicle.

- In order for this service to be activated, you must first file a police report and then call 1-855-753-2495 to inform STARLINK of the theft of your vehicle
- A STARLINK Customer Care Advisor will ask you to verify your information and confirm that a police report has been filed, including the case number
- Once verified, a STARLINK Customer Care Advisor will initiate a stolen vehicle recovery signal that can pin-point the vehicle's location as well as remotely flash the vehicle's lights to assist your local law enforcement department with the recovery of your vehicle.



NOTE

For your own safety, you should NEVER locate your vehicle on your own if it has been stolen. The Stolen Vehicle Recovery Plus feature will allow a STARLINK Customer Care Advisor to work directly with law enforcement instead. Your local law enforcement department will inform you of the vehicle's disposition.



Stolen Vehicle Immobilizer

Included with Stolen Vehicle Recovery is Subaru's Engine Immobilizer technology. When activated, the next time the vehicle's engine is turned off, Subaru's Immobilizer will restrict the vehicle from starting again, allowing local law enforcement to locate and retrieve the vehicle.



NOTE

Stolen Vehicle Immobilizer is included as a part of Stolen Vehicle Recovery Plus. This feature can only be authorized by local authorities after Stolen Vehicle Recovery Plus has been activated.



Vehicle Security Alarm Notification

Your SUBARU STARLINK system will automatically notify you when your security alarm is activated. When your security alarm is triggered, this feature will automatically notify any preselected persons of your choice by text message, email or push notification. You can update your Communication Preferences from My Profile section of the MySubaru website (MySubaru.com) and the MySubaru Mobile App.



NOTE

This feature will not work under the following conditions:

- If your vehicle has not been started for more than 13 days (page 43)
- GPS signal is not available
- Weak signal area

Remote Services



Climate Control

Start your vehicle and set the climate control system temperature with the push of a button. Choose your preferred heating or air conditioning settings presets to help bring the interior temperature to a more comfortable level before you enter the vehicle. SUBARU STARLINK Climate Control gives you the option to make sure your drive is convenient and comfortable.



NOTE

Some options in Climate Control are not available for the Crosstrek Hybrid as they are not applicable.

- Log on to the MySubaru website (MySubaru.com) or MySubaru Mobile App
- Select Climate Presets
- Create your own preset by selecting the “+” icon in the My Presets section
- After you’ve selected the “+” icon to add a preset, select your settings for the following options:
 - Choose the Engine Runtime** (5 or 10 Minutes)
 - Set the climate control system temperature*
 - Set Air Flow Mode
 - Fan Speed (1-7)
 - Air Circulation
 - Select a Defroster option(s):
 - Front Defroster
 - Rear defroster (If equipped Rear Defroster can include Side View Mirror heaters and Windshield Wiper Deicer)
 - Max
 - Select driver or front passenger seat heaters or ventilated seats (if equipped) and the preferred level:
 - Low
 - Medium
 - High
 - Select Rear Climate Zone (if equipped) and it will mirror the climate control settings chosen
 - Press the Start Engine button
 - Set a time delay (if needed) and click “Next”
 - Enter your STARLINK PIN

Continued...

Climate Control - continued



NOTE

For SUBARU STARLINK's Remote Engine Start with Climate Control to manage your vehicle's heated and ventilated seats, a 3-Mode seat switch must be equipped. Only one temperature setting (heat or ventilated) can be active at one time on a seat.



A "Stop" button will display after the vehicle has started. If you choose to stop your vehicle, press the "Stop" button, and enter your STARLINK PIN to send the command. The vehicle can also be stopped by entering the vehicle, then pressing and holding the START/STOP button for more than 2 seconds.

*Depending on environmental conditions or air conditioner performance, the interior temperature of the vehicle may not reach the desired setting.

**Remote Engine Start will only operate for a total runtime of 20 minutes before the vehicle will need to be manually restarted from within the vehicle.
(Example: 5 Minutes + 5 Minutes + 10 Minutes = 20 minute total runtime)



NOTE

This feature will not work under the following conditions:

- Ignition is ACC or ON
- Vehicle is moving
- Any vehicle door / engine hood / tailgate or trunk is ajar or unlocked
- If your vehicle has not been started for more than 13 days (page 43)
- Weak signal area

Climate Control - continued



NOTE

Depending on how your vehicle is equipped, some features might not be available. Your vehicle will need to be equipped with the following for

- Keyless Access with Push-Button Start
- Lineartronic® CVT
- Automatic Climate Control

Check with your Retailer or MySubaru to see what SUBARU STARLINK features are applicable to your vehicle.



WARNING

Do not remote start a vehicle in an enclosed environment (e.g., closed garage). Prolonged operation of a motor vehicle in an enclosed environment can cause a harmful build-up of carbon monoxide. Carbon monoxide is a colorless and odorless gas that is dangerous, and potentially lethal, if inhaled.

Remote Door Lock & Unlock

With the Remote Door Lock & Unlock feature, you can lock or unlock your vehicle door from virtually anywhere via the MySubaru website (MySubaru.com), MySubaru Mobile App, or dialing 1-855-753-2495. In order to use this feature, a STARLINK Personal Identification Number (PIN) is required.

To Activate Remote Door Lock & Unlock from the MySubaru website (MySubaru.com) or the MySubaru Mobile App:

- Log on to the MySubaru website (MySubaru .com) or MySubaru Mobile App
- Select “Remote Services”
- Select “Lock Doors” or “Unlock Doors”
 - If you choose to “Unlock Doors” you can select to unlock
 - All Doors
 - Just Driver Door
 - Just Tailgate
- Enter your STARLINK PIN
- The command will be sent to your vehicle and your door(s) will then be unlocked or locked



NOTE

These features will not work under the following conditions:

- Remote Door Lock when Key is in the ignition*
- Remote Door Lock while Ignition is ACC or ON
- Remote Tailgate Unlock while Ignition is ACC or ON
- Vehicle is moving
- If your vehicle has not been started for more than 13 days (page 43)
- Weak signal area



NOTE

If any door or tailgate is not opened within 60 seconds after using the Remote Door Unlock function, the doors will automatically re-lock. A series of notification beeps will sound approximately 5 seconds before the door(s) automatically re-lock.

* Depending on how your vehicle is equipped, some features might not be available. Check with your Retailer or MySubaru to see what SUBARU STARLINK features are applicable to your vehicle.



Remote Horn & Lights

When you are unsure of where you parked your vehicle, you can remotely activate your lights or horn and lights through the MySubaru Website (MySubaru .com) and MySubaru Mobile App.

To use Remote Vehicle Locator:

- Log on to the MySubaru website (MySubaru.com) or MySubaru Mobile App
- Select “Horn & Lights”
- Choose “Horn & Lights or just “Lights”
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your Lights or Horn & Lights will be activated



NOTE

This feature will not work under the following conditions:

- Ignition is ON
- Vehicle is moving
- If your vehicle has not been started for more than 13 days (page 43)
- Weak signal area

A “Stop” button will display, once your “Horn & Lights or just “Lights” command has successfully started. To stop the service after it has begun, just press the “Stop” button to send the command.

By phone: Dial toll-free 1-855-753-2495 and follow the voice prompts.



Remote Vehicle Locator

You can quickly and easily find the specific location of your vehicle using the Remote Vehicle Locator.

To use Remote Vehicle Locator:

- Log on to the MySubaru website (MySubaru.com) or MySubaru Mobile App
- Select “Locate Vehicle”
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your vehicle’s location will then display on the map

By phone: Dial toll-free 1-855-753-2495 and follow the voice prompts.



NOTE

This feature will not work under the following conditions:

- If your vehicle has not been started for more than 13 days (page 43)
- GPS signal is not available
- Weak signal area

Vehicle Alerts

You can always monitor the safety of your teenage drivers and your vehicle with SUBARU STARLINK Vehicle Alerts. Choose from Boundary Alert, Speed Alert and Curfew Alert to reinforce responsible driving habits while your children are behind the wheel.



Boundary Alert

Set geographic boundaries and be notified by email, text or push notification when your vehicle has incorrectly entered or exited any saved designated area.

Creating a Boundary Alert:

- Log on to the MySubaru website or Mobile App
- Select “Set Driver Alerts”
- Select “Boundary Alerts”
- Then choose “Create a New Boundary Alert”
- Choose a center point location on the map and set a pin or enter an address
- Select “Boundary Type” (Exits Area or Enters Area)
- Select a shape to set the Boundary (circle or square)
- Reshape the Boundary shape if necessary by selecting any point on the shape
- Click “Save” when you have completed your selections
- Set a name for the Boundary Alert
- Select “Time Until Alert” (30, 60, 90 or 120 seconds)
- Click “Continue” when complete

Activating a Boundary:

- Choose a saved Boundary Alert and select it. Swipe right and choose “Send to Vehicle”. (Only one saved Boundary Alert can be active at a time)
- Enter your STARLINK PIN
- The selected Boundary Alert will be sent to your vehicle.
- Your vehicle will then notify you if it enters or exits the designated area

Edit a Boundary Alert:

- Choose a saved Boundary Alert and swipe right, then choose “Edit Alert”
- Change any of the settings as desired
- Click “Next” when you have completed your selections
- Edit the Boundary Alert name and “Time Until Alert” if desired and select “Save & Send”
- Enter your STARLINK PIN
- The selected Boundary Alert will be sent to your vehicle



Speed Alert

Choose a speed limit for your vehicle and get notified by email, text or push notification when your vehicle has exceeded the set speed limit.

Creating a Speed Alert:

- Log on to the MySubaru website (MySubaru .com) or MySubaru Mobile App
- Select “Set Driver Alerts”
- Select “Speed Alerts”
- Select “Create a New Speed Alert”
- Decide the speed the vehicle should not exceed
- Select “Duration Until Alert” (30, 60, 90 or 120 seconds)
- Click “Next” when you have completed your selections
- Set a name for the Speed Alert
- Click “Save & Send” when you have completed

Activating a Speed Alert:

- Choose a saved Speed Alert and select it. Swipe right and choose “Send to Vehicle”. (Only one saved Speed Alert can be active at a time)
- Enter your STARLINK PIN
- The selected Speed Alert will be sent to your vehicle
- Your vehicle will then notify you when it exceeds the speed you've chosen

Edit a Speed Alert:

- Choose a saved Speed Alert and swipe right, then choose “Edit Alert”
- Change any of the settings as desired
- Click “Next” when you have completed your selections
- Edit the Speed Alert name if desired and select “Save & Send”
- Enter your STARLINK PIN
- The selected Speed Alert will be sent to your vehicle



Curfew Alert

Decide on a time frame (12 hour maximum) that your vehicle should not be in operation and be notified by email, text or push notification when the ignition has been turned on during your designated time. Every time the vehicle is turned on 15 minutes prior to the set curfew time executing, the vehicle's head unit will display a message letting the driver know that the curfew time is approaching.

Creating a Curfew:

- Log on to the MySubaru website (MySubaru .com) or MySubaru Mobile App
- Select "Set Driver Alerts"
- Select "Curfew Alerts"
- Select "Create a new Curfew Alert"
- Choose a day or days of the week
- Select a Start and End Time, including AM and PM
- Set a name for the Curfew Alert and set your vehicle's Time Zone
- Click "Save & Send" when you have completed your selections

Activating a Curfew:

- Choose a saved Curfew Alert and select it. Swipe right and choose "Send to Vehicle". (Only one saved Curfew can be active at a time)
- Enter your STARLINK PIN
- The selected Curfew Alert will be sent to your vehicle
- Your vehicle will then notify you when it is in operation during the time(s) set

Edit a Curfew Alert:

- Choose a saved Curfew Alert and swipe right, then choose "Edit Alert"
- Change any of the settings as desired
- Click "Next" when you have completed your selections
- Edit the Curfew Alert name and "Time Zone" if desired and select "Save & Send"
- Enter your STARLINK PIN
- The selected Curfew Alert will be sent to your vehicle

Crosstrek Hybrid Features

With the Subaru Crosstrek Hybrid and MySubaru, you'll be able to set a charging schedule to keep your vehicle's battery charged for the trip ahead as well as set the interior climate control with ease from either the MySubaru Website (MySubaru.com) or Mobile App to help bring the interior temperature to a more comfortable level before you enter.



Remote Battery Charging Timer (Crosstrek Hybrid)

The Remote Battery Charging Timer screen is where you can set charging schedules for your vehicle, as well as see important information like the current charge of the battery, if the charging connector is plugged in or not and the charging status.

When using Remote Battery Charging Timer, there are two charging schedule types for you to choose from that help to make sure that your vehicle's battery is charged and ready for your next adventure. Below are explanations of each charging schedule type:

Start Time Schedule

With this schedule your vehicle will start charging at the set time and finishes charging when fully charged.

Departure Time Schedule

Set your expected "Departure Time" and the vehicle will start charging to finish at the set time.

Creating a Charging Schedule:

- Log on to the MySubaru website (MySubaru.com) or MySubaru Mobile App
- Select "View Battery and Charge"
- Select "Add a New Schedule"
- Choose a schedule type (Start or Departure)



NOTE

When the charging mode is set to "Departure time," the climate control system can be set to automatically operate according to the set time. Operation starts approximately 10 minutes before the set departure time.

- Select the hour and minutes you want, including AM and PM
- Choose any day(s) of the week
- Click "Save" when you have completed your selections
- Enter your STARLINK PIN
- The schedule will be sent to your vehicle

Continued...

Remote Battery Charging Timer (Crosstrek Hybrid)

- continued



NOTE

Charging schedules can be set from the MySubaru website and Mobile App as well as in the vehicle by using the Timer Charging Setting switch in the instrument panel.

Activating or Deactivating a Charging Schedule:

- Choose a saved Charging Schedule by selecting the Green (Active) Checkmark or Gray (Inactive) Circle
- Enter your STARLINK PIN
- The selected Charging Schedule will activate (Green Checkmark) or deactivate (Gray Circle)

Edit a Charging Schedule:

- Choose a saved Charging Schedule by select the pencil icon or on the mobile app tap the three dots on the schedule to access the quick menu, then choose "Edit Schedule"
- Change any of the settings as desired
- Select "Save"
- Enter your STARLINK PIN
- The selected schedule will be sent to your vehicle



NOTE

You can use the "Update" button on the Remote Battery Charging Timer screen to make sure you are viewing the latest schedule and battery status information for your vehicle.



Charge Now (Crosstrek Hybrid)

Using charging schedules to fit your daily life is a smart way to make sure your vehicle's battery is completely charged and ready to go when you are. However, you might need to charge your vehicle outside of any schedules you've set. When that need occurs you can use the Crosstrek Hybrid's "Charge Now" feature. Selecting "Charge Now" from the MySubaru website (MySubaru.com) and Mobile App sends a command to start your vehicle's charging cycle.

Using Charge Now:

- Log on to the MySubaru website (MySubaru.com) or MySubaru Mobile App
- Select "View Battery and Charge"
- Choose "Charge Now"
- Enter your STARLINK PIN and MySubaru will check the status of your vehicle, making sure it is able to begin charging.
- Once the status check is complete, a notification will ask if you wish to continue, if "yes" just enter your STARLINK PIN again and the command will be sent to your vehicle.



NOTE

- Charge Now can also be set from within the vehicle by using the Timer Charging Setting switch in the instrument panel.
- Using Charge Now will suspend the next occurrence of a saved Battery Charging Timer schedule. The saved Battery Charging Timer schedule will execute at it's next interval.

My Trips

SUBARU STARLINK My Trips is where your next adventure begins. Consider it you experience command center where you can plan the next big road trip, track all the interesting locales, as well as see vehicle information related to your latest trips.



Plan a Trip

Through the MySubaru website (MySubaru.com) and MySubaru Mobile App you can search for destinations and then send them to your vehicle's navigation system (if equipped). Looking for a department store? Enter a destination or just the type of store you're looking for and then choose from the results provided. Then select to send it directly to your vehicle's navigation system or add it to a Trip which can include up to a maximum of five destinations.

- Enter a destination into the search area and choose any of the results displayed
- Select "Send Destination to Vehicle" button or include it in a Trip by using the "Add Another Destination" button
- A Trip can consist of a maximum of five destinations that can be sent to your vehicle's navigation system



NOTE

If your navigation system has an existing route when the destination is received, the head unit will present the following options for you to choose:

- **Add Waypoint** - Add the new destination to the existing route
- **Replace Route** - Cancel the existing Route and begin navigating to the new destination
- **Cancel** - Ignore the new destination and continue with the current route

Trip Tracker

Keep track of your all your adventures with SUBARU STARLINK's Trip Tracker. See and store each stop and any point of interest you experienced while touring the world around you. View the places you've been and the distances you've traveled for each trip. Whether for business or onto your next excursion, Trip Tracker can provide a new view on your travels.

Continued...

My Trips - continued



Trip Logs

A snapshot of each trip you take, from the time you start your vehicle to when you turn it off.

- Log on to the MySubaru website (MySubaru .com) or MySubaru Mobile App
- Select “My Trips”
- On the “Trip Tracker” screen select “Start a New Trip”
- Select a trip end date. The end date can be up to 4 weeks from today
- Choose the “Start” button to initiate the feature
- Enter your STARLINK PIN
- The Trip Logs activation command is sent to your vehicle

Once the service has begun and there are trips stored to your account, you can select any individual trip to edit or update the contents.

- View the GPS locations from your trip:
 - o Name the GPS location
 - o Save the GPS location to your Favorites or add it to Saved Trips (multiple Destinations)
- Export the trip data as a CSV file to track your data on a spreadsheet



Driving Journal

Each trip only tells part of the story, organize multiple trips, and show the full journey.

Adding trips to a Driving Journal is easy:

- From the Trip Tracker main page, select “Driving Journals”
 - o Select “Create New Driving Journal”
- Choose a name for the Journal (30 characters maximum)
- Provide a description like “Camping in the Adirondacks” (500 characters maximum)
- Select a Journal Category (Personal or Business)
- Press “Next: Select the Trip Logs”
- Then choose all of the trips you want to add
- Select the “Next: Confirm Driving Journal” button
- Then select “Save Driving Journal” to complete the process

You can add or remove any trips to a saved Driving Journal by:

- Choosing the Driving Journal you want to add or remove from
- Press the “Edit” button under the title
- Use the drop-down menu to select the trip or multiple trips
- Then press “Add/Remove and Save to Driving Journal” to update the Driving Journal



Valet Mode

Having an exciting night on the town, or attending an important event, leaving your vehicle with a Valet service can provide more anxiety than necessary. Your vehicle is important and using in-vehicle Valet Mode services will help make sure that it isn't being misused and can alleviate some of that concern.



NOTE

In order to use Valet Mode services in your vehicle, a Valet Mode Passcode must first be set on the in-vehicle touchscreen display.

Valet Mode Status

Valet Mode is a vehicle feature that is activated and deactivated on the in-vehicle touchscreen display. Whether the feature is ON or OFF, the status is shown in MySubaru. For more information about Valet Mode, please refer to your vehicle's owner's manual.



NOTE

Activating Valet Mode will restrict the usage of certain MySubaru features and services, such as Trip Logs and Vehicle Alerts (Curfew, Speed and Boundary Alerts).

Valet Mode Passcode Reset

Remotely remove the Valet Mode Passcode from the in-vehicle touchscreen display in the event that it is forgotten.

- Log in to the MySubaru Mobile App
- Select "My Profile"
- Select "Security Settings"
- Choose the "Valet Passcode Reset" option
- Press "Get Started" and read and acknowledge the disclaimer
- Select "Continue"
- Click "Enter your PIN"
- The Valet Mode Passcode Reset command will be sent to your vehicle

Continued...

Valet Mode - continued**NOTE**

Valet Mode cannot be active when sending a Valet Mode Passcode Reset command.

**NOTE**

Valet Mode Passcode Reset cannot be sent during an active Concierge call.

**NOTE**

Be sure to enter a new Valet Mode Passcode on your in-vehicle touchscreen display before activating this feature again.

STARLINK Concierge




We're Here to Help

SUBARU STARLINK's Concierge feature is your own personal call center. Need directions to a hotel sent to your vehicle while you're driving? Need to find a new French restaurant for your anniversary? All you need to do is ask. SUBARU STARLINK Concierge service can also help schedule a service appointment at any Subaru Retailer. STARLINK Concierge Call Center Advisors are there to help at anytime, 24 hours a day.

SUBARU STARLINK Concierge Call Center Advisors can help you with the following:


- Locate a Destination for you
- Send Destinations to your vehicle's embedded navigation system (if equipped)* (page 38)
- Book a reservation at a restaurant or hotel
- Schedule an appointment at any Subaru Retailer and more


How to use:

- Press the blue i-button  or the Concierge soft button which is found by selecting the MySubaru icon from the head unit home screen



NOTE

If you subscribed to SUBARU STARLINK's Concierge services, an option screen will display on the head unit when the i-button  is pressed. From the option screen you can select either Enhanced Roadside Assistance or Concierge Services. If you do not choose a service then Roadside Assistance will automatically be called in approximately 10 sec.

- A STARLINK Customer Care Advisor for Concierge will attempt to establish a voice communication with you then provide assistance with your request
- To cancel a Concierge call, press and hold the blue i-button  for approximately 2 seconds or press the "End Call" button on the head unit display




NOTE

At any time after initiating a voice call you can adjust the volume of the call by using the volume knob on your vehicle's head unit.




Destination to Vehicle (Concierge Service)

Need assistance locating a Destination while on the road? A Concierge Call Center Advisor is able to help you search for any Destination and send it to your vehicle's navigation system (if equipped). With SUBARU STARLINK Concierge, locating a Destination is easy:

- Press the blue i-button  or the Concierge soft button which is found by selecting the MySubaru icon from the head unit home screen
- A STARLINK Customer Care Advisor for Concierge will attempt to establish a voice communication with you, then provide assistance with your request
- Request a Destination or a Destination type to a Concierge Call Center



NOTE

If you subscribed to SUBARU STARLINK's Concierge services, an option screen will display on the head unit when the i-button  is pressed. From the option screen you can select either Enhanced Roadside Assistance or Concierge Services. If you do not choose a service then Roadside Assistance will automatically be called in approximately 10 sec.

Advisor. For example, if you were looking for a restaurant, you could say the name or ask the Advisor to search for Destinations by requesting restaurant types like BBQ, Pizza, etc.

- Once you have decided on a Destination, you can ask the Advisor to have your choice directly sent to your vehicle's navigation system
- Once the Destination is accepted on your embedded navigation system, just select "Go" from the main Navigation screen to begin your route



NOTE

If your navigation system has an existing route when the Destination is received, the head unit will present the following options for you to choose:

- **Add Waypoint** - Add the new Destination to the existing route
- **Replace Route** - Cancel the existing Route and begin navigating to the new Destination
- **Cancel** - Ignore the new Destination and continue with the current route

WiFi Hotspot



Stay Connected

SUBARU STARLINK's in-vehicle WiFi Hotspot keeps you and your family connected using AT&T's 4G LTE nationwide cellular network. Whether watching movies, playing games or even listening to music, your family won't miss a beat with SUBARU STARLINK's in-vehicle WiFi Hotspot.

Set up is quick and easy:

- Select "Settings" from the head unit Home screen
- Scroll down and select "WiFi Hotspot" to turn it on (if the WiFi Hotspot is already on then proceed to the next step). When finished, click the "Back" button in the top left corner of the screen
- Select WiFi Hotspot Settings to view or update the following settings:
 - o WiFi Network Name (SSID)
 - o SSID Broadcast (Network ON / OFF)
 - o Security Type (WPA / WPA2)
 - o Password
 - o Connected Devices (Maximum of 8 devices)

When finished click the "Back" button in the top left corner of the screen to return to the last menu.

How to enroll:

- Connect your tablet, smartphone or laptop to the SUBARU STARLINK WiFi Hotspot network listed in the settings menu and open your preferred web browser on the device connected
- Once the SUBARU STARLINK WiFi Hotspot homepage loads, follow the on screen instructions to create a new account or to add your vehicle to an already existing AT&T Wireless account. You can also subscribe to the WiFi Hotspot from the MySubaru website (MySubaru.com) or Mobile App

WARNING

Do not operate or view mobile devices while driving. Distracted driving can result in an accident, causing injury or death. The SUBARU STARLINK WiFi Hotspot is intended for use by passengers in the vehicle.

SUBARU STARLINK System Update



Prepared For The Road Ahead

SUBARU STARLINK's System Update ensures that your vehicle is up-to-date by providing an easy and convenient updating process. In order to make the process as simple as possible, System Updates will only display when you turn your vehicle off and will update while you're away. This will minimize any interruptions to your STARLINK services, so the next time you enter your vehicle the system is ready for the trip ahead.

How it works:

- Once an update is available, a notification will display on your in-vehicle touchscreen display
- The notification will provide an approximate installation time for the update to complete and important information about the installation process



NOTE

An update can be postponed up to two times. After the second reminder, the system will automatically update the next time you turn off your vehicle.



WARNING

While the update installation is in progress, your STARLINK services will be unavailable. This includes AACN, SOS Emergency Service, Roadside Assistance and Concierge. As a result, Subaru recommends completing the update prior to operating your vehicle.

- You can choose to start the update process by selecting "Install" or postpone the update by choosing "Cancel" or "Remind Me Later"
- When the update process is complete, a completion screen will display on your vehicle's head unit and the green status light on the overhead console will illuminate



WARNING

If "A SUBARU STARLINK services update is in progress" screen displays repeatedly on your vehicle's head unit at every ignition, you should contact your Subaru retailer to have your vehicle inspected. If the SUBARU STARLINK System Update does not complete, then your SUBARU STARLINK services will be unavailable. This includes AACN, SOS Emergency Service, Roadside Assistance and Concierge (if subscribed).

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Troubleshooting

If there is a problem with SUBARU STARLINK, start by checking the table below.

Symptom	Possible Cause	Solution
The system is unable to connect to SUBARU STARLINK when you press the SOS button or i-button.	A subscription to the SUBARU STARLINK service has not been established.	Sign up for a subscription to the SUBARU STARLINK service.
	The telecommunications line is experiencing higher than normal call volume.	Terminate the call and try again later.
	The vehicle is in a location where it is difficult to receive cellular network signal.	If possible, move the vehicle to an area where the signal strength may be better and communication will be restored.
The call connection is interrupted or the call connection with a STARLINK Customer Care Advisor is interrupted.	The telecommunications line or location of the base station could be out of signal range.	This is not a malfunction. If possible, move the vehicle and try again.
Red Status light on the overhead console is illuminated.	A system malfunction has occurred. (Short circuit or disconnection of the connector, etc.)	Contact your Subaru Retailer for an inspection.
Status light does not illuminate on the overhead console.	A subscription to the SUBARU STARLINK service has not been established.	Sign up for a subscription to the SUBARU STARLINK service.
Remote Engine Start doesn't execute.	The vehicle's Security Alarm has been activated.	Manually start and stop your vehicle, then try again.
	The vehicle has been manually turned off while Remote Engine Start was in operation.	

Continued...

Troubleshooting

Symptom	Possible Cause	Solution
SUBARU STARLINK Service Appointment Scheduler does not initiate when selected on the head unit.	The vehicle's internal clock has not been set.	Pair your smartphone with the head unit and sync your contacts and allow notifications, or use the Vehicle Settings menu on the head unit or Multi-Function Display to set the clock.
SUBARU STARLINK services are unavailable and head unit repeatedly displays "A SUBARU STARLINK Services update is in progress" screen at every ignition.	SUBARU STARLINK System Update installation could not complete.	Contact your Subaru Retailer for an inspection.
Repeatedly receive "STARLINK Services are temporarily unavailable" when sending a remote command to your vehicle.	Your vehicle may not have been turned on in more than 13 days and may have gone into a sleep mode to help preserve the battery.	<p>Step 1: Ensure your vehicle is safely parked in an area with good cell phone reception</p> <p>Step 2: Start your vehicle and allow it to run for at least 5 minutes</p> <p>Step 3: Turn your vehicle off</p> <p>Step 4: Using the MySubaru Mobile App or MySubaru.com lock your doors</p>
A Destination sent from the MySubaru website or mobile app does not display on the head unit.	Remote Engine Start was used to start the vehicle and the user was not able to accept the Destination on the head unit before the command completed and the vehicle turned off.	Enter the vehicle before the Remote Engine Start command completes and accept the Destination when it displays on the head unit.

Continued...

Symptom	Possible Cause	Solution
<p>SUBARU STARLINK call center prompts and call center agents are using a different language than one displayed on the in-vehicle touchscreen display.</p>	<p>A language change was made to the in-vehicle touchscreen display within 5 minutes from the last time the language or another preference was updated.</p>	<p>Ensure your vehicle is safely parked in an area with good cell phone reception</p> <p>Step 1: Wait 6 minutes after the last setting change before attempting the next step.</p> <p>Step 2: Select the “Setting” icon on the Home Screen. Choose a different language from the one currently selected, then wait for at least 6 minutes.</p> <p>Perform this operation again but be sure to choose your preferred language.</p>

*Please refer to your vehicle's Owner's Manual for more information.

Crosstrek Hybrid Troubleshooting

Symptom	Possible Cause	Solution
Charging schedule did not operate at the desired time.	Charging connector is not properly plugged in.	Make sure that the charging connector is properly connected.
	The vehicle internal clock has not been set.	Pair your smartphone with the head unit and sync your contacts and allow notifications or use the Vehicle Settings menu on the Multi-Function Display to set the clock.
	A schedule was set in MySubaru and the vehicle is in a location where it is difficult to receive cellular network signal and the schedule was not received by the vehicle.	If possible, move the vehicle to an area where the signal strength may be better and communication will be restored.

Continued...

Crosstrek Hybrid Troubleshooting

Symptom	Possible Cause	Solution
Charging started immediately, even though a saved schedule was present.	A "Charge Now" command was received by the vehicle before the charge connector was plugged in or the "Charge Now" option in the Charging Timer Setting menu was set to "ON"	When using charging schedules, be sure that the "Charge Now" option is turned "OFF" in the vehicle and to only use "Charge Now from MySubaru when needed.
	The saved charging schedule was deactivated	Check that all desired charging schedules are active.
	A Departure Time schedule is active and there isn't enough time to complete charging by the desired Departure Time.	When using a Departure Time schedule, try to give your vehicle enough time to fully charge.
	Remote Climate Control was in operation.	When Remote Climate Control is in operation the vehicle will charge immediately. In order to return to the saved schedule, Remote Climate Control needs to be stopped and the charging connector reconnected.

Continued...

Crosstrek Hybrid Troubleshooting

Symptom	Possible Cause	Solution
Charging has stopped or did not complete.	A Departure Time schedule with Automatic Climate Control was selected.	When a Departure Time is scheduled with Automatic Climate Control, the charging system will work to complete the charging an hour before the Departure time. When the Automatic Climate Control begins operation (10 minutes before the Departure Time), charging will resume to support the Climate Control operation.
	If Charge Now is "ON" and then a charging schedule is saved after the vehicle has already started to charge.	If a charging schedule is saved after the vehicle has already started charging the vehicle will stop charging and wait for the new scheduled charging time to start charging.
Automatic Climate Control option on the Departure Time Schedule did not operate before the selected time.	One or all of your vehicle's doors are unlocked.	When selecting the Automatic Climate Control option for a Departure Time Schedule be sure to lock all the doors on the vehicle.
Access Key Fob is locked in vehicle after Remote Climate Control began operation.	Remote Climate Control will lock all doors at the beginning of operation.	Use MySubaru Website or Mobile App to execute a Remote Door Unlock command to unlock the doors and retrieve the Access Key Fob.





Please refer to your Subaru Owner's Manual to learn more about your vehicle's systems and operations.

Communication Error Codes





If a Communication Error message displays on the head unit screen, please use the chart below for descriptions on possible causes.



Error Code	Possible Cause	Solution
101	The vehicle system's internal clock has not been set	Pair your smartphone with the head unit and sync your contacts and allow notifications or use the Vehicle Settings menu on the head unit or Multi-Function Display to set the clock.
102	Unable to communicate with the SUBARU STARLINK service	If possible, move the vehicle to an area where the signal strength may be better and communication will be restored.
	A SUBARU STARLINK Service Appointment Scheduler notification displayed and no selection was made within the first 3 minutes	Choose the "Read Now" option when the SUBARU STARLINK Service Appointment Scheduler notification displays.
103	The SUBARU STARLINK service is unavailable	If possible, move the vehicle to an area where the signal strength may be better and communication will be restored or contact your Subaru Retailer for an inspection.
104	A communication issue occurred at the vehicle	Check the network signal strength and attempt Service Appointment Scheduler again later.
105	A communication issue occurred at the SUBARU STARLINK service	Please try Service Appointment Scheduler again later.



FAQs



	<p>What is SUBARU STARLINK?</p>
	<p>SUBARU STARLINK is your in-vehicle technology that provides hands-free connectivity, entertainment, and the security you need to keep you and your vehicle safe. There are two ways to connect using your smartphone.</p> <ul style="list-style-type: none"> – STARLINK Multimedia services can be accessed via the SUBARU STARLINK Mobile App. – STARLINK Safety Plus, Security Plus and Concierge features can be accessed via the MySubaru website (MySubaru.com) or MySubaru Mobile App. <p>If subscribed, your vehicle can connect with a STARLINK Customer Care Advisor via the red SOS button or blue i-button on your overhead console. SOS/i-button Connection with a Customer Care Advisor is not limited to any STARLINK subscription plan.</p>
	<p>What do the buttons on my overhead console do?</p>
	<p>The SUBARU STARLINK buttons:</p> <ul style="list-style-type: none"> • Provide access to a SUBARU STARLINK Customer Care Advisor. <ul style="list-style-type: none"> – Pressing the red SOS button connects users with a live advisor who can provide emergency assistance. • Provide access to Subaru Roadside Assistance. <ul style="list-style-type: none"> – Pressing the blue i-button connects you to Subaru Roadside Assistance or Concierge Services (if subscribed).



Continued...



	<p>Will SUBARU STARLINK use my smartphone connection to provide me emergency assistance?</p>
	<p>SUBARU STARLINK allows you to use both SOS Emergency Assistance, Enhanced Roadside Assistance and Concierge functions (if subscribed) without the use of your smartphone. However, all STARLINK Remote Access features do require using your smartphone or MySubaru.com to activate remote services.</p>
	<p>Why do I need to download the mobile apps to my smartphone? What is the difference between the SUBARU STARLINK App and MySubaru App?</p>
	<p>Downloading either the SUBARU STARLINK App or MySubaru App allows you to bring content from your smartphone into your vehicle, while keeping your hands on the wheel and your eyes on the road.</p> <p>The SUBARU STARLINK App is your link to SUBARU STARLINK in-vehicle technology that offers cloud services via your smartphone and cellular network data plan. It provides hands-free connectivity and entertainment for your next adventure.</p> <p>The MySubaru App allows you access to remote services, user preferences, diagnostic alerts and other great features enabled by your STARLINK subscription.</p>



	<p>What are the SUBARU STARLINK Safety Plus, Security Plus and Concierge features?</p>
	<p>SUBARU STARLINK Safety Plus gives you peace of mind in case an emergency occurs when you are in your vehicle.</p> <p>SUBARU STARLINK Security Plus features provide Stolen Vehicle Recovery Plus with Immobilizer and Security Alarm Notifications. Security Plus also adds Remote Door Lock & Unlock, Stolen Vehicle Recovery Plus, Remote Vehicle Locator, Remote Engine Start and more.</p> <p>SUBARU STARLINK Concierge provides you with personalized call center support.</p> <p>Depending on how your vehicle is equipped, some features might not be available. Check with your Retailer or MySubaru to see what SUBARU STARLINK features are applicable to your vehicle.</p>



	<p>How does Enhanced Roadside Assistance work?</p>
	<p>Pressing the blue i-button enables your Enhanced Roadside Assistance working in conjunction with your vehicle's Subaru Roadside Assistance coverage 24/7/365. No matter where you are, your STARLINK Customer Care Advisor will know your exact GPS location and will be able to send help.</p>



	<p>What do I do if I forgot or want to update my PIN?</p>
	<p>Change your STARLINK PIN at any time after enrollment by selecting "My Profile" then the "Security Settings" option on the MySubaru website or the Mobile App</p>

	<p>How do I contact a SUBARU STARLINK Customer Care Advisor?</p>
	<p>If you have any questions about SUBARU STARLINK, please call a STARLINK Customer Care Advisor at 1-855-753-2495.</p>

	<p>What smartphones are compatible with the MySubaru Mobile App?</p>
	<p>Please go to www.Subaru.com/STARLINK to check for the most current list of supported devices.</p>

	<p>How does Stolen Vehicle Recovery Plus work with local law enforcement to help recover my Subaru vehicle?</p>
	<p>If your Subaru vehicle is stolen, you will need to first file a police report with local law enforcement. The SUBARU STARLINK Customer Care Advisor will need a police report number to help local law enforcement find the location of your vehicle.</p> <p>Once your vehicle has been returned, you will need to contact a Customer Care Advisor and request that Stolen Vehicle Recovery Plus and Stolen Vehicle Immobilizer (if applicable) be deactivated.</p>

	How do I change my notifications email or phone number?
	You can change your STARLINK Communication Preferences at any time by choosing the My Profile menu, then the Communication Preferences link on the MySubaru website (MySubaru.com) or from the STARLINK™ Communication Preferences link in the My Profile menu on the MySubaru Mobile App.

	What kind of warranty coverage does SUBARU STARLINK have?
	SUBARU STARLINK equipment is covered under the 3-Year/36,000-Mile Subaru Limited Warranty.

The information contained in this SUBARU STARLINK manual was correct at the time of printing. However, specifications and equipment can change without notice.

Subaru reserves the right to change product specifications and equipment at any time without incurring obligations. Some vehicles are equipped with optional equipment. Specifications apply to U.S. vehicles only. Please contact your Subaru Retailer for current specifications.

Your SUBARU is equipped with one or more sensing or diagnostic modules capable of performing services described in this manual that require the automatic retrieval, recording, transmitting or storing of certain vehicle data. For further information on those services, the types of data collected and the use of that data, please refer to the SUBARU STARLINK® Services Agreement Terms and Conditions.

Model		~GA9、~HL8、~EQ3、~TN2	MS2~、EP4~、RF6~
FCC ID	Cellular	LHJ-LNADVV	LHJ-BL28NA003
	Wi-Fi		LHJ-STRLNK2P
IC	Cellular	2807E-LNADVV	2807E-BL28NA003
	Wi-Fi		2807E-STRLNK2P

This device complies with Part 15, Part 22(H), Part 24(E) and Part 27 of the FCC Rules. The FCC ID for this device is LHJ-STRLNK2P. It also contains a certified module with FCC ID: LHJ-BL28NA003.

FCC CAUTION: Changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.



NOTE

This device complies with part 15 of the FCC Rules. Operation is subject to the following two conditions:

1. This device may not cause harmful interference.
2. This device must accept any interference received, including interference that may cause undesired operation.



NOTE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.



NOTE

You are cautioned that changes or modifications not expressly approved by the part responsible for compliance could void the user's authority to operate the equipment.

FCC RF Radiation Exposure Statement:

1. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.
2. This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body.

