



OWNER'S MANUAL
Connected Services
2026

Love. It's what makes Subaru, Subaru.®





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Welcome to MySubaru® Connected Services

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 MySubaru Connected Services, that provide the additional security and peace of mind you've come to expect from Subaru.

MySubaru Connected Services allows you to stay connected to your Subaru vehicle and receive important information to help keep you and your vehicle safe.

MySubaru Connected Services 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, MySubaru Connected Services 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 MySubaru Personal Assistant.

With MySubaru Connected Services 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, MySubaru mobile app can keep you informed and up-to-date on your vehicle's status via email, text messaging or push notifications.

Use your MySubaru mobile app account to access MySubaru features and alerts. In order to do this, you will need to complete the enrollment details and set your communication preferences in your MySubaru mobile app. 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 mobile app 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



MySubaru 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 MySubaru subscription, please refer to the MySubaru Service Agreement Terms and Conditions or see your Retailer for details.


Introduction

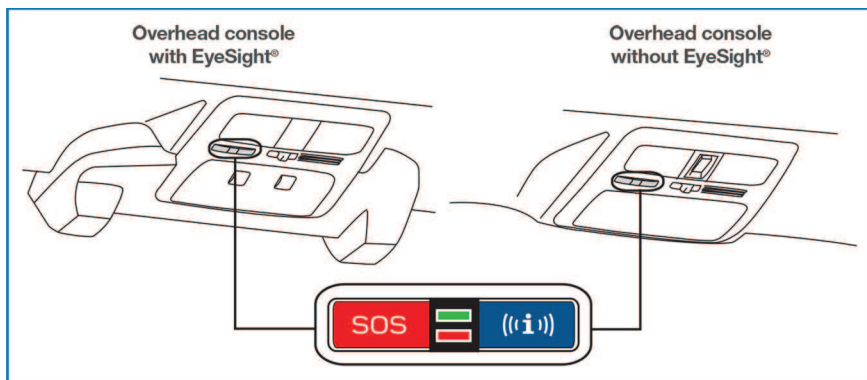
The MySubaru In-Vehicle Experience



With the MySubaru system integrated into your vehicle, advanced safety and security technology is just a button press away. The MySubaru 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 MySubaru Connected Services.

Located in the overhead console of your vehicle are the red SOS  and blue button . Both buttons link you to the MySubaru customer care 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 “SOS Emergency Service” - page 14)
- Press the i-button  for Enhanced Roadside Assistance* or Concierge* (if subscribed).* (Refer to “Enhanced Roadside Assistance” - page 14 or “Concierge” - page 36)
- 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





Introduction



NOTE

If you're subscribed to MySubaru Personal Assistant, 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 Personal Assistant 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 MySubaru subscriber. The overhead console also includes the LED status lights that indicate the MySubaru 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 MySubaru service has been established*.
Solid Red		A system malfunction has occurred. Refer to Troubleshooting - page 41.
Flashing Green or Red		MySubaru service is currently communicating (e.g. Voice call, Stolen Vehicle Recovery, Trip Tracker, etc.).
No Light		A subscription to the MySubaru service has not been established. Refer to page 41.

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

MySubaru Enrollment

How to Enroll

You can enroll in MySubaru Connected Services online at the MySubaru website (MySubaru.com), the MySubaru mobile app, at your retailer or by calling a MySubaru Customer Care Agent at 1-855-753-2495. MySubaru is the Subaru owner app that allows you vehicle access to remote services, user preferences, diagnostic alerts and other useful features enabled by your MySubaru Companion, MySubaru Companion+, and MySubaru Navigator subscription.

To enroll in MySubaru, 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.

MySubaru

With MySubaru Connected Services 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 mobile app.



MySubaru 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 new in-vehicle Service Appointment Scheduler, making it even easier

to schedule service at your preferred Subaru Retailer. Available for all 2025 model year vehicles or older as well as the 2026 Subaru BRZ.



MySubaru Security Plus - With Security Plus you get all the benefits of MySubaru 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 Remote Engine Start with Climate Control, Destination to Vehicle and Vehicle

Alerts that include Boundary Alert, Speed Alert and Curfew Alert. Available for all 2025 model year vehicles or older as well as the 2026 Subaru BRZ.

MySubaru Enrollment



MySubaru Concierge - Concierge includes all the benefits of MySubaru 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. Available for all 2025 model year vehicles or older as well as the 2026 Subaru BRZ.



MySubaru Companion - Choosing MySubaru Companion includes our call center support features: Automatic Collision Notification, SOS Emergency Assistance 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. Available for 2026 vehicles or newer.



MySubaru Companion+ - With MySubaru Companion+ you get all the benefits of MySubaru Companion and your vehicle is equipped with features like Valet Mode and MySubaru Personal Assistant (formerly known as Concierge Service). 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. Available for 2026 vehicles or newer.

- MySubaru Personal Assistant (formerly known as Concierge Service) included in MySubaru Companion+ provides personalized call center support for locating and sending Destinations to your in-vehicle MySubaru Enrollment 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.



MySubaru Navigator - With MySubaru Navigator you can enjoy real time traffic updates as well as directions with the best route to your destination.



AT&T WiFi Hotspot - Whether traveling to the store or across the country, MySubaru now includes an in-vehicle AT&T 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 38 for details on how to subscribe to the WiFi Hotspot.



SiriusXM with 360L - SiriusXM with 360L provides a personalized radio experience by offering features such as "For You" which creates personalized channel recommendations based on your listening habits. Get started with SiriusXM with 360L with your four month free trial.

MySubaru Enrollment



NOTE




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


MySubaru Features List

	MySubaru Safety Plus <ul style="list-style-type: none">• SOS Emergency Assistance• Enhanced Roadside Assistance• Advanced Automatic Collision Notification (AACN)• Maintenance Notifications• Vehicle Health Report• Service Appointment Scheduler• Remote Vehicle Condition Check
	MySubaru Security Plus <ul style="list-style-type: none">• Remote Engine Start with Climate Control• Stolen Vehicle Recovery & Immobilizer• Remote Lock & Unlock• Remote Horn & Lights• Vehicle Security Alarm Notifications• Remote Vehicle Locator• Destination to Vehicle• Valet Mode• Subaru Guardian Alerts (Boundary, Speed and Curfew)
	MySubaru Concierge <ul style="list-style-type: none">• Destination to Vehicle (Concierge Service)• See MySubaru for more details

MySubaru Enrollment

	MySubaru Companion
	<ul style="list-style-type: none">• SOS Emergency Assistance• Enhanced Roadside Assistance• Automatic Collision Notification• Maintenance Notifications• Remote Vehicle Locator• Vehicle Health Report• Service Appointment Scheduler• Vehicle Condition Check• Stolen Vehicle Recovery & Immobilizer

	MySubaru Companion+
	<ul style="list-style-type: none">• Remote Engine Start• Remote Ventilated and Heated Seat Control• Remote Lock & Unlock• Remote Horn & Lights• Vehicle Security Alarm Notifications• MySubaru Personal Assistant• Climate Control• Destination to Vehicle• Valet Mode• Trip Logs and Driving Journals• Subaru Guardian Alerts (Boundary, Speed and Curfew)

	MySubaru Navigator
	<ul style="list-style-type: none">• Hybrid Cloud Navigation or Subaru Live Traffic• See MySubaru for more details



NOTE

MySubaru Companion+ includes both Companion and Companion+ features.



NOTE

If your vehicle has not been turned on for more than 13 days, then the MySubaru system will enter into a sleep mode to help preserve its battery. Please refer page 41 (Troubleshooting) for more information.

Getting Started is Easy

Access to MySubaru Features

The MySubaru mobile app is your portal to remote services, user preferences as well as other convenient features enabled by your MySubaru subscription. All you need to do is log on to the mobile app to access the following features:

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

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. Enable biometrics for a quick and easy login experience each time you enter the app. You will be asked to create and store a PIN, upon setting up your account. You will have the option to store your PIN so that you do not need to enter it each time you send a remote command from the app, to your vehicle.



NOTE

If you have multiple MySubaru 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 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.

Making Ownership Easy

The connection between you and your vehicle has never been simpler and the MySubaru mobile application is the best way to stay in touch with your Subaru vehicle. From MySubaru you can access the following information and MySubaru Connected Services:

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

You can also use the 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) Storage
- Auto-Login via Biometrics
- Billing Information
- MySubaru Subscriptions
- AT&T WiFi Hotspot Subscription
- SiriusXM with 360L Subscription



NOTE

You can store your MySubaru PIN during the MySubaru account onboarding process.

MySubaru

Setting or Changing Your PIN

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

- Set your MySubaru PIN during the MySubaru account creation process
- Select “Remember PIN” during the onboarding process so that your PIN is stored and sent on your behalf to the vehicle.
- Change your MySubaru PIN at any time after enrollment by selecting “My Profile”, “Security Settings”, then “Forgot PIN” option on the MySubaru mobile app

MySubaru Features

Advanced Automatic Collision Notification (AACN)



Upon receiving the Advanced Automatic Collision Notification, a MySubaru Customer Care Agent will attempt to establish in-vehicle voice communication with the vehicle occupants and alert appropriate emergency services. Your agent can respond promptly, 24/7/365 via MySubaru to determine the nature of the emergency.

- If you are unable to answer, the agent will promptly inform emergency services of your vehicle's location.
- The agent 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 MySubaru Connected Services 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 MySubaru subscriber and your vehicle must be within range of a sufficient cellular signal.

MySubaru Features

SOS Emergency Service (SOS)



Your MySubaru Customer Care Agent 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 agent from anywhere in the Continental U.S., Alaska, Hawaii and the District of Columbia.

- Press the red SOS button 
- A MySubaru Customer Care Agent 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 agent will let you know that emergency assistance has been notified and is on its way
- The agent 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 MySubaru 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, MySubaru will know your exact GPS location coordinates and exactly where to find you.

MySubaru Features

Roadside Assistance can help you with the following:



- Drained battery (if equipped)
- Jump starts (if equipped)
- 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
- A MySubaru Customer Care Agent 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 MySubaru, the agent 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

If you subscribed to MySubaru's Companion+, 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 MySubaru Personal Assistant (formerly known as Concierge Service). If you do not choose a service then Roadside Assistance will automatically be called in approximately 10 sec.



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 MySubaru subscriber and your vehicle must be within range of a sufficient cellular signal.

MySubaru Features

24-Hour Roadside Assistance



Along with Enhanced Roadside Assistance, MySubaru 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 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:
 - Reason for assistance (locked out, tow, flat tire, etc.)
 - Provide details about your needs
 - Contact information (first / last name and callback number)
 - Current location (if known)
 - Preferred contact method (email, text message, or contact mobile number)
 - 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



MySubaru 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 MySubaru 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 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.

MySubaru Features

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 (based on your communication preferences in the app), 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 may be equipped with an in-vehicle maintenance reminder. Once subscribed, MySubaru 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 Communication Preferences at any time by choosing the My Profile menu, then the Communication Preferences link 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 MySubaru 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.

MySubaru 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

MySubaru Features

- 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? MySubaru 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 MySubaru 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.



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 mobile app to see what features are applicable to your vehicle.



NOTE

This feature will not work under the following conditions:

- GPS signal is not available
- Weak signal area

MySubaru Features



NOTE

The Service Appointment Scheduler pop-up can sometimes be easy to miss, so be sure to check your unread notifications from time to time to stay up to date.

Stolen Vehicle Recovery



If your Subaru vehicle is ever stolen, you can get extra peace of mind knowing that a MySubaru Customer Care Agent will work with local law enforcement to help attempt to recover your vehicle. Once you have filed a police report, a MySubaru Customer Care Agent 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 MySubaru of the theft of your vehicle.
- A MySubaru Customer Care Agent will ask you to verify your information and confirm that a police report has been filed, including the case number.
- Once verified, a MySubaru Customer Care Agent 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 feature will allow a MySubaru Customer Care Agent to work directly with law enforcement instead. Your local law enforcement department will inform you of the vehicle's disposition.

MySubaru Features

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. This feature can only be authorized by local authorities after Stolen Vehicle Recovery has been activated.

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 mobile app
- Select "Locate Vehicle"
- If you haven't stored your PIN in your mobile app, you will need to enter it to execute the request.
- 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 41)
- GPS signal is not available
- Weak signal area

MySubaru Features

MySubaru Over-The-Air Updates



Prepared For The Road Ahead

MySubaru's Over-The-Air 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, Over-The-Air Updates will only display when you turn your vehicle off and will update

while you're away. This will minimize any interruptions to your MySubaru 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
- You can choose to start the update process by selecting "Install" or postpone the update by choosing "Cancel" or "Remind Me Later"



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 MySubaru 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.

- 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 MySubaru 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 MySubaru System Update does not complete, then your MySubaru services will be unavailable. This includes AACN, SOS Emergency Service, Roadside Assistance and Concierge (if subscribed).

MySubaru Features

Remote Services



Climate Control (If Equipped)

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. MySubaru Climate

Control gives you the option to make sure your drive is convenient and comfortable.

- Log on to the 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 with 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 MySubaru PIN (if you haven’t previously stored it)



NOTE

For MySubaru’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.



MySubaru Features

A “Stop” button will display after the vehicle has started. If you choose to stop your vehicle, press the “Stop” button, and enter your MySubaru PIN (if it isn’t already stored) 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 41)
- Weak signal area



NOTE

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

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

Check with your Retailer or MySubaru to see what MySubaru 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.

MySubaru Features



Remote Engine Start with Climate Control (If Equipped)

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

- Log on to the MySubaru mobile app
- Select Remote Engine Start with Climate Control and set your preferences:
 - Set the climate control system temperature*
 - Select Manual or Automatic climate setting. Automatic allows the system to control Air Flow Mode, Fan Speed, and Air Circulation
 - Choose the Engine Runtime** (5 or 10 Minutes)
 - Select Rear Climate Zone (if equipped) and it will mirror the climate control settings chosen
 - Set Air Flow Mode
 - Select the Front and/or Rear defroster
 - Select driver or front passenger seat heater, and the heat level preferred, Low / Medium / High.
 - Air Flow Speed (1-7)
 - Air Circulation
- Press the Start Engine button
- Set a time delay (if needed) and click "Next"
- Enter your MySubaru PIN (if you haven't previously stored it)

An "Engine Stop" button will display, once your vehicle's engine has successfully started. If you choose to stop your vehicle, press the "Engine Stop" button and enter your MySubaru PIN (if you haven't previously stored it) to send the command. If needed, the engine can also be stopped by pressing and holding the Engine START/STOP button on the vehicle dashboard 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)

MySubaru Features



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
- If your vehicle has not been started for more than 13 days (page 41)
- Weak signal area
- Keyless access function is disabled



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

Remote Engine Start:

- Keyless Access with Push-Button Start
- Lineartronic[®] CVT

Remote Engine Start with Climate Control:

- Automatic Climate Control

Check with your Retailer or MySubaru to see what MySubaru 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.

MySubaru Features

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 mobile app, or dialing 1-855-753-2495. In order to use this feature, a MySubaru Personal Identification Number (PIN) is required. Store your PIN so that you do not need to re-enter it each time you send a remote command to your vehicle

To Activate Remote Door Lock & Unlock from the MySubaru mobile app:

- Log on to the 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 (if equipped)
 - Enter your MySubaru PIN (if you haven’t previously stored it)
 - 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 41)
- 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 MySubaru features are applicable to your vehicle.

MySubaru Features



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 mobile app.

To use Remote Vehicle Locator:

- Log on to the MySubaru mobile app
- Select “Horn & Lights”
- Choose “Horn & Lights or just “Lights”
- Enter your MySubaru PIN (if you haven’t previously stored it)
- 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 41)
- 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.

MySubaru Features

Subaru Guardian Alerts

You can always monitor the safety of your loved ones and your vehicle with Subaru Guardian Alerts. Choose from Boundary Alert, Speed Alert and Curfew Alert to reinforce responsible and safe driving habits while your loved ones 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 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 MySubaru PIN (if you haven’t previously stored it)
- 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 MySubaru PIN (if you haven’t previously stored it)
- The selected Boundary Alert will be sent to your vehicle

MySubaru Features



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 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 MySubaru PIN (if you haven’t previously stored it)
- 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 MySubaru PIN (if you haven’t previously stored it)
- The selected Speed Alert will be sent to your vehicle

MySubaru Features



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 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 MySubaru PIN (if you haven't previously stored it)
- 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 MySubaru PIN (if you haven't previously stored it)
- The selected Curfew Alert will be sent to your vehicle

MySubaru Features

My Trips (If Equipped)

MySubaru My Trips is where your next adventure begins. Consider it your 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 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 all your adventures with MySubaru'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.



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 mobile app
- Select "My Trips"

MySubaru Features

- 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 MySubaru PIN (if you haven’t previously stored it)
- 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:
 - Name the GPS location
 - 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”
 - 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

MySubaru Features

Valet Mode (If Equipped)



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).

MySubaru Features

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”
- Enter your MySubaru PIN (if you haven’t previously stored it)
- The Valet Mode Passcode Reset command will be sent to your vehicle



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.

MySubaru Features

Destination to Vehicle (If Equipped)



Through the MySubaru mobile app you can search for destinations and then send them to your vehicle's navigation system. 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. Once you have decided on a Destination, you can select to have it directly sent to your vehicle's navigation system (if equipped) 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 to continue
- Once you have decided on a Destination, you can choose to send it to your vehicle's navigation system (if equipped) by selecting the "Send Destination to Vehicle" button or include it in a Trip by using the "Add Destination to Trip" button
- A Trip consists of a maximum of five Destinations that can be sent to your vehicle's navigation system:
 - **MySubaru Mobile App:** On the MySubaru mobile app, after you have chosen the initial Destination, a new "Add Another Destination" link displays under the initial destination allowing you to add more locations to your Trip



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

MySubaru Features

MySubaru Concierge/Personal Assistant



We're Here to Help


MySubaru's Personal Assistant, formerly known as MySubaru Concierge Service, 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.

MySubaru Concierge service can also help schedule a service appointment at any Subaru Retailer. MySubaru Concierge Call Center Agents are there to help at anytime, 24 hours a day.

MySubaru Concierge Call Center Agents can help you with the following:


- Locate a Destination for you
- Send Destinations to your vehicle's embedded navigation system (if equipped)* (page 37)
- 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 MySubaru'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 MySubaru Customer Care Agent 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.

MySubaru Features




Destination to Vehicle (Concierge Service)

Need assistance locating a Destination while on the road? A Concierge Call Center Agent is able to help you search for any Destination and send it to your vehicle's navigation system (if equipped). With MySubaru 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 MySubaru Customer Care Agent 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 Agent. For example, if you were looking for a restaurant, you could say the name or ask the Agent to search for Destinations by requesting restaurant types like BBQ, Pizza, etc.
- Once you have decided on a Destination, you can ask the Agent to have your choice directly sent to your vehicle's navigation system. A MySubaru Navigator subscription may be needed
- Once the Destination is accepted on your embedded navigation system, just select "Go" from the main Navigation screen to begin your route



NOTE

If you subscribed to MySubaru'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.



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



NOTE

MySubaru Concierge service has full access to the customer owner manual in order to help answer vehicle related questions and to help schedule service with your preferred retailer.

AT&T WiFi Hotspot

Stay Connected



The 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 MySubaru'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:
 - WiFi Network Name (SSID)
 - SSID Broadcast (Network ON / OFF)
 - Security Type (WPA / WPA2)
 - Password
 - 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 WiFi Hotspot network listed in the settings menu and open your preferred web browser on the device connected
- Once the 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 mobile app



NOTE

Subaru strongly recommends that you reset the initial WiFi password on your vehicle to a secure, personalized password.



WARNING

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

Automatic Emergency Stop Notification

Automatic Emergency Stop Notification (if equipped)



MySubaru subscribed vehicles equipped with Advanced Adaptive Cruise Control and the Emergency Stop Assist feature have the ability to initiate a voice call in emergency situations where the driver is unresponsive. Upon receiving an Automatic Emergency Stop Notification, a MySubaru Customer Care Agent will attempt to establish in-vehicle voice communication with the vehicle occupants and alert appropriate emergency services. Your agent can respond promptly, 24/7/365 via MySubaru to determine the nature of the emergency.

- If you are unable to answer, the agent will promptly inform emergency services of your vehicle's location.
- The agent will remain on the line until help arrives, the customer instructs the agent to end the call, or until the vehicle's battery loses power.



NOTE

- Automatic Emergency Stop Notification Services require an Active MySubaru subscription.
- The Automatic Emergency Stop Notification feature requires adequate cellular coverage and signal strength.
- For information about the Emergency Stop Assist feature, please see your vehicle's EyeSight owner's manual.
- This feature is only available in the Continental U.S., Alaska, Hawaii, the District of Columbia, and Canada.

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Troubleshooting

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

Symptom	Possible Cause	Solution
The system is unable to connect to MySubaru when you press the SOS button or i-button.	A subscription to the MySubaru service has not been established.	Sign up for a subscription to the MySubaru 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 MySubaru Customer Care Agent 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 MySubaru service has not been established.	Sign up for a subscription to the MySubaru 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.	
MySubaru 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.
MySubaru services are unavailable and head unit repeatedly displays "A MySubaru Services update is in progress" screen at every ignition.	MySubaru System Update installation could not complete.	Contact your Subaru Retailer for an inspection.

Troubleshooting







Symptom	Possible Cause	Solution
Repeatedly receive "MySubaru 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.	Step 1: Ensure your vehicle is safely parked in an area with good cell phone reception Step 2: Start your vehicle and allow it to run for at least 5 minutes Step 3: Turn your vehicle off Step 4: Using the MySubaru mobile app lock your doors
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.







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 MySubaru service	If possible, move the vehicle to an area where the signal strength may be better and communication will be restored.
	A MySubaru Service Appointment Scheduler notification displayed and no selection was made within the first 3 minutes	Choose the "Read Now" option when the MySubaru Service Appointment Scheduler notification displays.
103	The MySubaru 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 MySubaru service	Please try Service Appointment Scheduler again later.





FAQs

	What is MySubaru?
	<p>MySubaru is your in-vehicle technology that provides hands-free connectivity, entertainment, and the security you need to keep you and your vehicle safe.</p> <p>There are two ways to connect using your smartphone.</p> <ul style="list-style-type: none">• The Subaru Multimedia System can be accessed via the MySubaru mobile app.• MySubaru Companion and MySubaru Companion+ features can be accessed via MySubaru mobile app. <p>If subscribed, your vehicle can connect with a MySubaru Customer Care Agent via the red SOS button or blue i-button on your overhead console. SOS/i-button Connection with a Customer Care Agent is not limited to any MySubaru subscription plan.</p>
	What do the buttons on my overhead console do?
	<p>The MySubaru buttons:</p> <ul style="list-style-type: none">• Provide access to a MySubaru Customer Care Agent.<ul style="list-style-type: none">• Pressing the red SOS button connects users with a live agent 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).
	Will MySubaru use my smartphone connection to provide me emergency assistance?
	<p>MySubaru allows you to use both SOS Emergency Assistance, Enhanced Roadside Assistance and Concierge functions (if subscribed) without the use of your smartphone. However, all MySubaru Remote Access features do require using your smartphone to activate remote services.</p>

	<p>What is the difference between the MySubaru App and MySubaru Connected Services subscription?</p>
	<p>Downloading the 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>With a MySubaru Connected Services subscription, you are given the freedom to choose a package of the 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 MySubaru Connected Services subscription.</p>
	<p>What are the MySubaru Companion and MySubaru Companion+ features?</p>
	<p>MySubaru Companion provides features such as SOS Emergency Assistance, Stolen Vehicle Recovery & Immobilizer, Enhanced Roadside Assistance, and Automatic Collision Notification for your peace of mind in case an emergency occurs when you are in your vehicle.</p> <p>MySubaru Companion+ features provide Subaru Guardian Alerts, Valet Mode, Remote Door Lock & Unlock, Remote Engine Start and more. MySubaru Companion+ also provides you with MySubaru Personal Assistant for 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 MySubaru 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 MySubaru Customer Care Agent will know your exact GPS location and will be able to send help.</p>

FAQs

	What do I do if I forgot or want to update my PIN?
	Change your MySubaru PIN at any time after enrollment by selecting "My Profile" then the "Security Settings" option on the MySubaru website or the mobile app Don't forget to check the box to save your PIN. After you do that, you will not need to enter your PIN each time you send a remove command to your vehicle.
	How do I contact a MySubaru Customer Care Agent?
	If you have any questions about MySubaru, please call a MySubaru Customer Care Agent at 1-855-753-2495.
	What smartphones are compatible with the MySubaru mobile app?
	Please go to www.Subaru.com to check for the most current list of supported devices.
	How does Stolen Vehicle Recovery work with local law enforcement to help recover my Subaru vehicle?
	If your Subaru vehicle is stolen, you will need to first file a police report with local law enforcement. The MySubaru Customer Care Agent will need a police report number to help local law enforcement find the location of your vehicle. Once your vehicle has been returned, you will need to contact a Customer Care Agent and request that Stolen Vehicle Recovery and Stolen Vehicle Immobilizer (if applicable) be deactivated.

	<p>How do I change my notifications email or phone number?</p>
	<p>You can change your MySubaru 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 MySubaru Communication Preferences link in the My Profile menu on the MySubaru mobile app.</p>
	<p>What kind of warranty coverage does MySubaru have?</p>
	<p>MySubaru equipment is covered under the 3-Year/36,000-Mile Subaru Limited Warranty.</p>

The information contained in this MySubaru 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 MySubaru Services Agreement Terms and Conditions.

Open Source Software Information

Open source software for communication modules (DCMs) (OSS).

The license agreement and source code can be obtained from the following URL:

- Subaru Outback vehicles:
<http://opensourceautomotive.com/dcm/subaru/dev/>
- All other models: <https://regulation.subaru.co.jp/oss/>

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