

SUBARU **STARLINK™**

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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, providing the feeling of security and peace of mind you've come to expect from Subaru.

SUBARU STARLINK is a technology that allows Subaru vehicles to send 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 Automatic Collision Notification (ACN) and SOS Emergency Assistance.

With the new SUBARU STARLINK features, you are able to:

- Receive automatic emergency assistance in the event of a collision
- Receive assistance contacting the authorities in the event your vehicle is stolen
- Remotely access vehicle features
- Receive monthly vehicle health reports

In addition, SUBARU STARLINK will keep you informed of your vehicle's status via email.

Use your MySubaru account to monitor 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 "Enrolling in SUBARU STARLINK - page4"). MySubaru also provides you access to selected remote features such as Remote Horn & Lights and Remote Vehicle Locator.

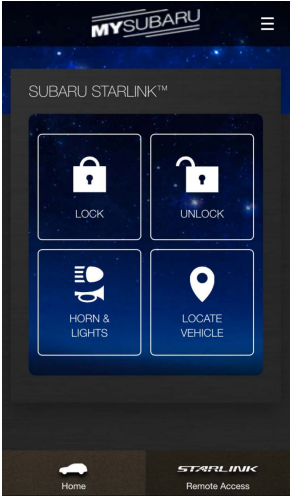


NOTE

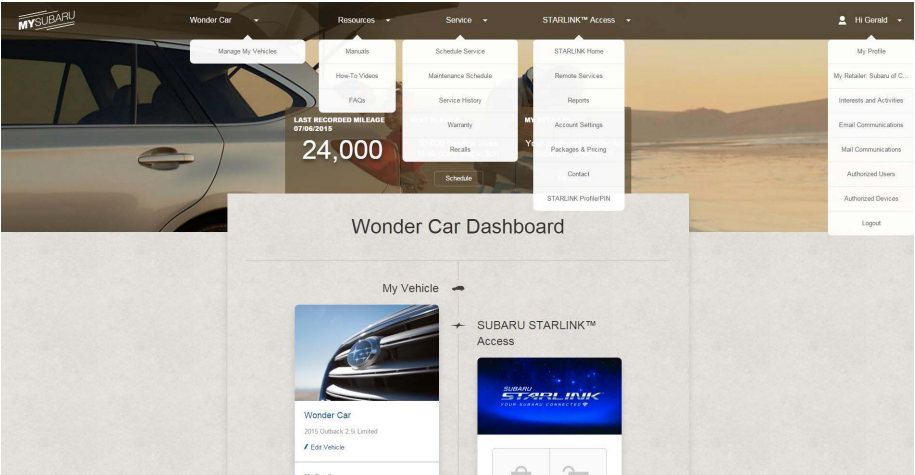
SUBARU STARLINK service is only available in the Continental U.S., Alaska, Hawaii, and the District of Columbia. For complete details applicable to your SUBARU STARLINK subscription, please refer to the SUBARU STARLINK Service Agreement Terms and Conditions.

There are two ways to connect to SUBARU STARLINK Safety Plus & Security Plus services:

– MySubaru Mobile Application

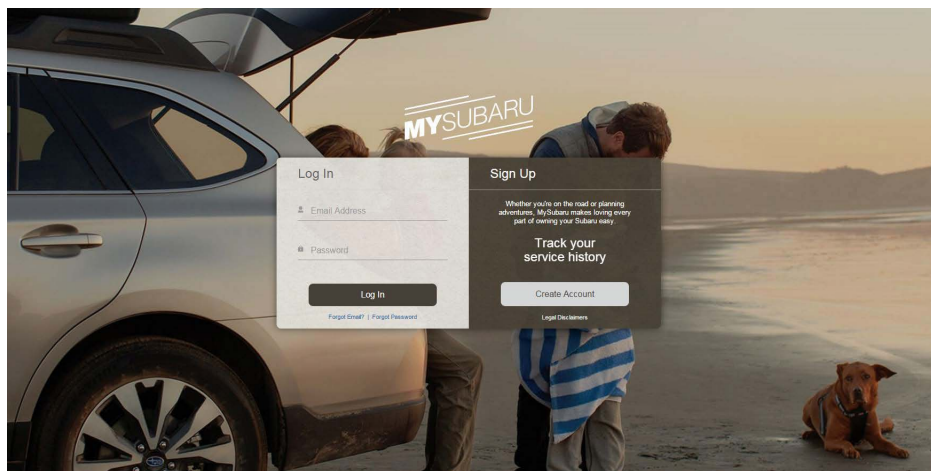


– MySubaru.com



Enrolling in SUBARU STARLINK

You can enroll in SUBARU STARLINK at your retailer or online at MySubaru.com. 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 or STARLINK Safety Plus & Security Plus services.



To enroll in STARLINK, you need to create an account at MySubaru.com.

To create a MySubaru account, please visit MySubaru.com and select “Sign Up”. On the registration screen, you will be asked to provide basic information about you, such as your name and address as well as vehicle information.



NOTE

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

You Can Choose One of Two STARLINK Packages at Sign Up

1. STARLINK Safety Plus Package - Automatic Collision Notification (ACN), SOS Emergency Assistance and Enhanced Roadside Assistance
2. STARLINK Safety Plus & Security Plus - includes Safety Plus and adds security and remote services



NOTE

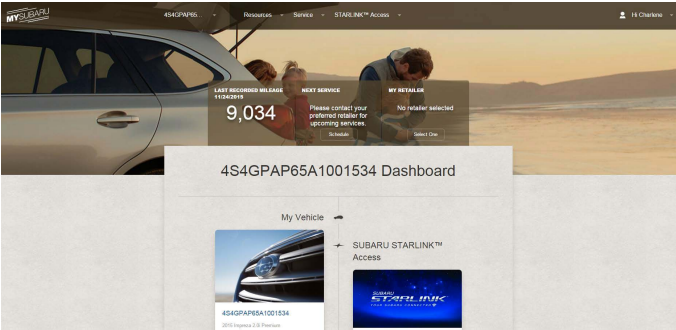
Please refer to "SUBARU STARLINK Packages and Features - page10".

A free trial period of STARLINK Safety Plus is available for the first year of ownership starting on the vehicle's original date of purchase. You are also eligible for 3 months of STARLINK Safety Plus & Security Plus including Remote Services during the first 90 days of ownership.

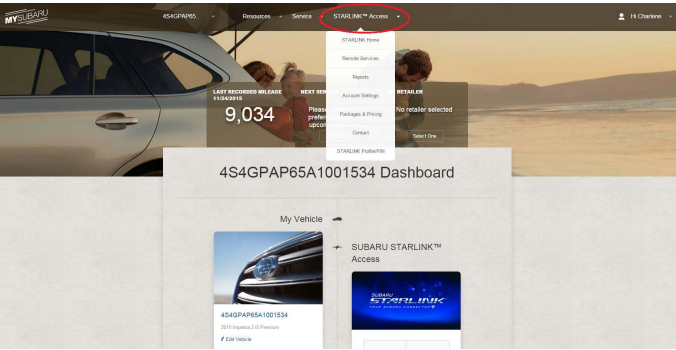
Getting Started and Setting SUBARU STARLINK Preferences

Getting Started is Easy

1. Log into your MySubaru.com account.

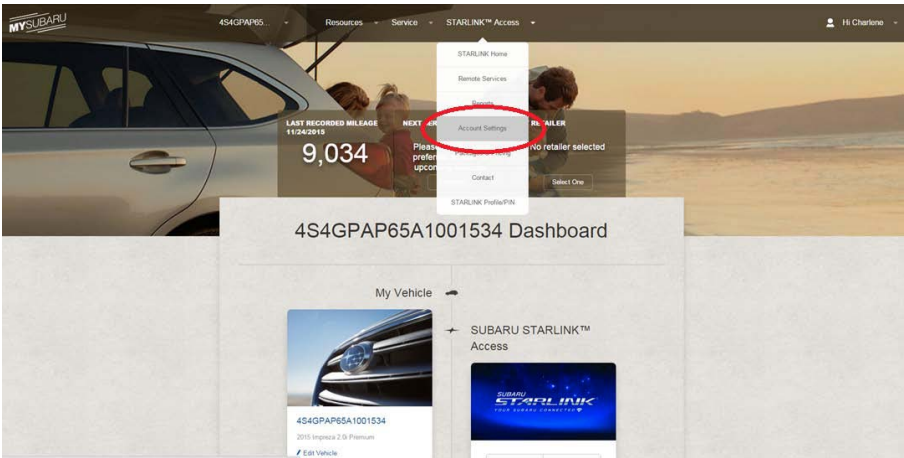


2. Select "STARLINK™ Access" tab.

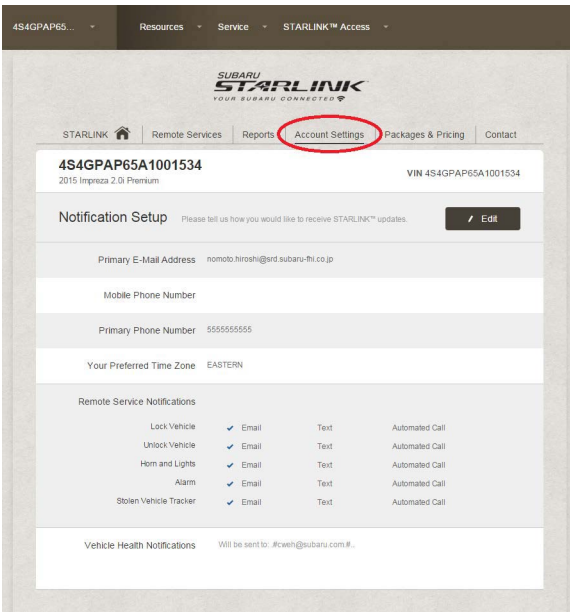


Setting Preferences, Remote Services and Monthly Vehicle Health Report

Under the “STARLINK™ Access” tab on your MySubaru account, select the “Account Settings”. There, you will find the setup preferences and notifications for your STARLINK equipped vehicle.

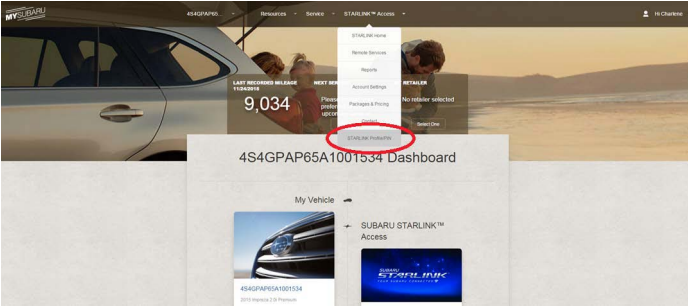


– “Account Settings” can be found under your MySubaru account on the “STARLINK™ Access” tab.



– “Account Settings”

If you have selected the STARLINK Safety Plus & Security Plus package, you will be required to create a Personal Identification Number (PIN).



Log on to MySubaru and select “STARLINK™ Access” tab then select “STARLINK Profile/PIN”.

Subaru STARLINK Access to MySubaru

ACCOUNT PROFILE > DRIVERS & CONTACTS > PACKAGE & PAYMENT

Name

Title: Select a Title

First Name: JACOBUSINE

Model Initial: CHERRY

Last Name: CHERRY

Preferred Language: English

Email

Primary Email: JCHERRY@SUBARU.COM

Confirm Email: JCHERRY@SUBARU.COM

Security

Create PIN (1-16):

Confirm PIN:

Security Question: Select a Question

Security Answer:

Confirm Answer:

Home Address

Address: 28112 BELLEVUE AVE

City: BOSTON

State: CT

Zip: 06005-1842

If making an address change, check existing service set up or notifications for any needed updates.

Mailing Address Same as Home ☒

Phone Number

One phone number is required.

Mobile: (203) 240-0100

Work: (203) 240-0100

Save NEXT

Need Assistance? Call 1-800-753-3405 Website Terms of Use Your Privacy Rights

Subaru STARLINK Access to MySubaru

ACCOUNT PROFILE > DRIVERS & CONTACTS > PACKAGE & PAYMENT

Additional Drivers / Emergency Contacts.
Optional profile information (may be added below or at a later time).

Additional Drivers

Add Additional Driver

Emergency Contacts

Add Emergency Contact

BACK Save NEXT

Need Assistance? Call 1-800-753-3405 Website Terms of Use Your Privacy Rights

Setting or Changing your SUBARU STARLINK Personal Identification Number (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.

- You will be asked to set your STARLINK PIN and security questions during the STARLINK enrollment process.
- After enrollment, you can change your STARLINK PIN. Under the “STARLINK™ Access” tab on your MySubaru account page, select “STARLINK Profile/PIN”.

SUBARU STARLINK Packages and Features

You have the choice of two packages: STARLINK Safety Plus or STARLINK Safety Plus & Security Plus

SUBARU STARLINK Packages

STARLINK Features	STARLINK Safety Plus	STARLINK Safety Plus & Security Plus
Safety		
• Automatic Collision Notification (ACN)	✓	✓
• SOS Emergency Assistance	✓	✓
• Enhanced Roadside Assistance	✓	✓
Vehicle Maintenance and Diagnostic Services		
• Diagnostic Alerts	✓	✓
• Maintenance Notifications*	✓	✓
• Monthly Vehicle Health Report	✓	✓
Security		
• Stolen Vehicle Recovery	-	✓
• Vehicle Security Alarm Notification	-	✓
Remote Services		
• Remote Door Lock/Unlock	-	✓
• Remote Horn & Lights	-	✓
• Remote Vehicle Locator	-	✓

*This feature is available only at participating Subaru CareConnect retailers.

Accessing SUBARU STARLINK Features - Mobile App, MySubaru.com or by Phone

MySubaru Mobile Application - includes STARLINK Remote Services

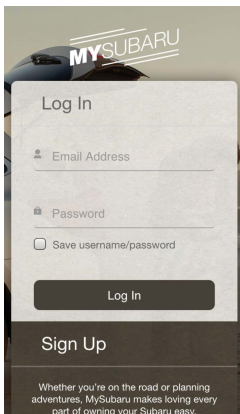
MySubaru Mobile App allows you access to remote services and user preferences as well as other useful features enabled by your STARLINK Safety Plus & Security Plus services.

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

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

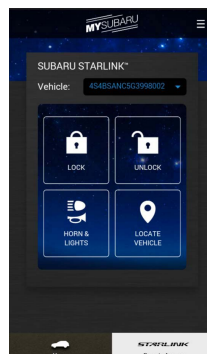
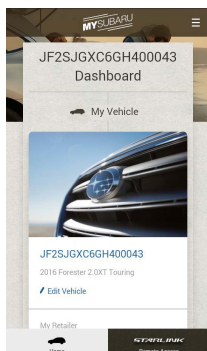
After downloading the MySubaru Mobile App to your smartphone, follow the instructions below to use the MySubaru Mobile App.

- When running the application for the first time, you will need to enter your MySubaru email address and password for authentication.



NOTE

If you have multiple SUBARU STARLINK equipped vehicles, please select the vehicle you want to access from the drop-down menu located near the top of the application. Otherwise, after your first login, Remote Services will display the initial screen.



- Next, choose the Remote Service that you would like to use.
 - You can choose to send the command immediately or set a time delay
- You must enter your STARLINK PIN (Refer to “Setting or Changing your SUBARU STARLINK Personal Identification Number (PIN) - page9”)
- A status message displayed on your phone will indicate sending, waiting, or completed responses. If there is a network connection issue, you will be prompted to try your request again.
- All features will be displayed on the “STARLINK™ Access” tab.

Website

MySubaru.com is your portal for information and remote services for your vehicle.

Log on to MySubaru.com to access the following:

- Preferences screen for STARLINK features
- Your Monthly Vehicle Health Report
- All STARLINK Remote Services

Using Remote Services by Phone

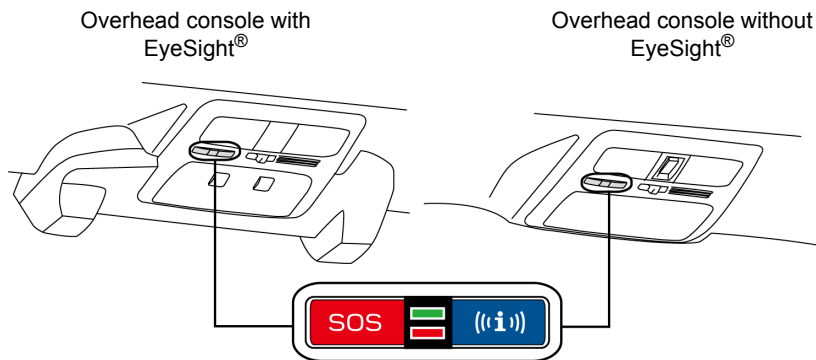
- In addition to using the MySubaru Mobile Application or MySubaru.com, you can call STARLINK to request remote services.
- Dial 1-855-753-2495
- The interactive voice recognition system will require the following information:
 - The SUBARU STARLINK account holder's primary phone number
 - Your STARLINK PIN



NOTE

Location based features are meant to give you a general location of you and your vehicle. GPS accuracy between your vehicle and smartphone device may vary.

In-Car Application



- Controls for operating the STARLINK in-vehicle voice-response are located on the overhead console.
- Press the SOS button for SOS Emergency Assistance* (Refer to “Using SOS Emergency Assistance - page15).
- Press the i-button for Enhanced Roadside Assistance* (Refer to “Using Enhanced Roadside Assistance - page16”).
- To cancel a SOS Emergency Assistance or Enhanced Roadside Assistance call, press and hold the same button for approximately 2 seconds.



NOTE

- While the STARLINK service is in operation, the green status light on the overhead console will flash. If the STARLINK service is unable to connect in some cases, the red status light on the overhead console will illuminate.
- During a call, your audio head unit will display a message, “Telematics Service in Progress.” You can end any STARLINK call by pressing and holding the same button used to start the call.

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

SUBARU STARLINK Features

Automatic Collision Notification (ACN)

Upon receiving the Automatic Collision Notification, a STARLINK Customer Care Advisor will attempt to establish voice communication with the vehicle occupants and dispatch appropriate services. Your advisor will 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 you 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

- There are many types of collisions which might not necessarily 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 Automatic Collision Notification (ACN) is activated, you will receive an in-vehicle message stating that an airbag has deployed. However, depending upon the nature of the collision and the level of accident forces involved, airbag deployment may not always result.
- The Automatic Collision Notification feature requires adequate cellular coverage and signal strength. This feature is only available in the Continental U.S., Alaska, Hawaii and the District of Columbia.

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

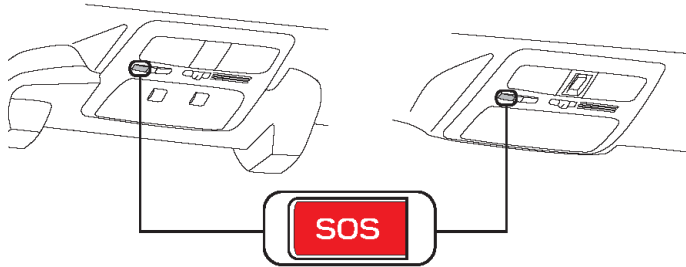
SOS Emergency Assistance

In the event of an emergency other than the Automatic Collision Notification*, your SUBARU STARLINK Customer Care Advisor will be ready to assist you. 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.

Using SOS Emergency Assistance

Overhead console with
EyeSight®

Overhead console without
EyeSight®



- 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 SOS call, press and hold the red SOS button for approximately 2 seconds.



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 and the District of Columbia.

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

Enhanced Roadside Assistance

The 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:

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



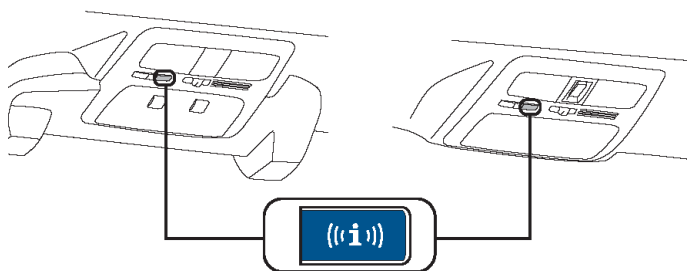
NOTE

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

Using Enhanced Roadside Assistance

Overhead console with
EyeSight®

Overhead console without
EyeSight®



- Press the blue i-button.
- 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.

Diagnostic Alerts

SUBARU STARLINK monitors critical vehicle systems. If a warning light illuminates on the dashboard, you will receive an email explaining the issue and how to resolve it. With more serious issues, you will be prompted to visit your local retailer.



NOTE

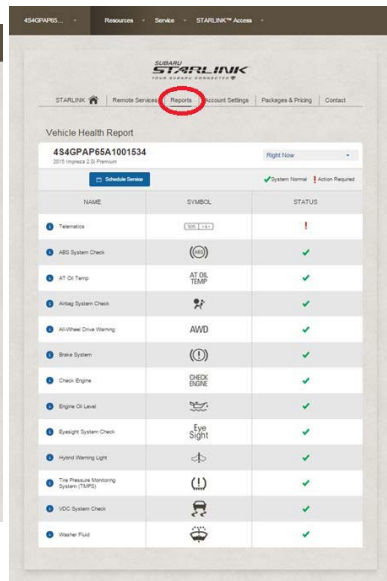
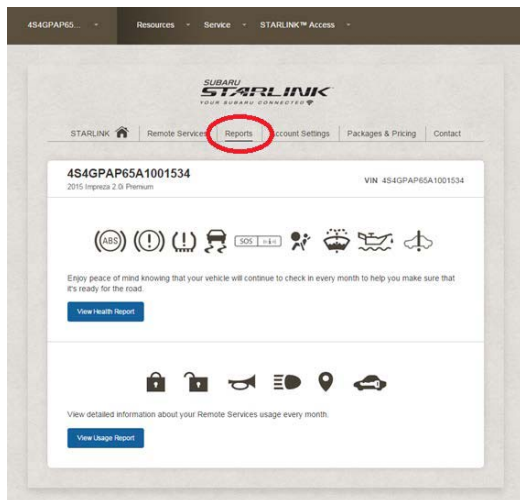
SUBARU STARLINK email notifications are sent at scheduled intervals daily. Notifications times may vary. Not all warning light conditions will result in an email notification.

Maintenance Notifications

Maintenance Notifications* help to keep your Subaru vehicle in proper running condition. When your vehicle requires maintenance, you will be notified via email. 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.

*This feature is available only at participating Subaru CareConnect retailers.

Monthly Vehicle Health Report



Once a month, you will receive an email from SUBARU STARLINK reporting on your vehicle's systems.

The Monthly Vehicle Health Report will be available approximately 30 days after your new Subaru vehicle purchase. You will begin receiving comprehensive diagnostic evaluation involving most aspects of your vehicle's performance (e.g., systems check, mileage attained, future maintenance, etc.).

- To review the report online, log on to MySubaru.com, select the "STARLINK™ Access" tab and then select "Reports" in the sub-menu.



NOTE

Actual Monthly Vehicle Health Report content may vary depending on vehicle and equipment. A link within the email will take you to your MySubaru.com to view the full report.

Convenience

Remote Door Lock/Unlock

With the Remote Door Lock/Unlock feature, you can lock or unlock your vehicle door from virtually anywhere by using the MySubaru Mobile App, MySubaru website, or dialing a toll-free number. In order to use this feature, a STARLINK Personal Identification Number (PIN) is required. To create or change your STARLINK PIN, log on to www.MySubaru.com (Refer to “Setting or Changing your SUBARU STARLINK Personal Identification Number (PIN) - page9”).

To Activate Remote Door Lock/Unlock by the MySubaru Mobile App:

- Select “LOCK” or “UNLOCK”
- Set a time delay, if desired
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your door will then be unlocked or locked

By website:

- Log on to MySubaru.com
- Select the “STARLINK™ Access” tab
- Select “Remote Services”, then Remote Door Lock/Unlock
- Set a time delay, if desired
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your door will then be unlocked or locked

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



NOTE

This feature will not work under the following conditions:

- Key is in the ignition*
- Ignition is ACC or ON
- Vehicle is moving
- Any vehicle door / tailgate or trunk is ajar
- After 14 days from the last time the vehicle was started
- Weak signal area



NOTE

After unlocked using the Remote Door Lock/Unlock function, the doors will be locked automatically if any door or rear gate is not opened within 60 seconds. A notification buzzer will sound approximately 5 seconds before automatic locking.

*For models without push-button start systems

Remote Horn & Lights

When unsure of where you parked your vehicle, you can remotely activate your lights or the horn and lights through your MySubaru Mobile App on your smartphone.

To Activate Remote Horn & Lights by the MySubaru Mobile App:

- Select "HORN & LIGHTS"
- Set a time delay, if desired
- Enter your STARLINK PIN
- The command to flash your vehicle's lights, or flash the lights and activate the horn will be sent to your vehicle
- Your lights or the horn and lights will be activated

By website:

- Log on to MySubaru.com
- Select the "STARLINK™ Access" tab
- Select "Remote Services", then Remote Horn & Lights
- Set a time delay, if desired
- Enter your STARLINK PIN
- The command to flash your vehicle's lights, or flash the lights and activate the horn will be sent to your vehicle
- Your horn and/or lights will be activated

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



NOTE

This feature will not work under the following conditions:

- Ignition is ON
- Vehicle is moving
- After 14 days from the last time the vehicle was started
- Weak signal area

Remote Vehicle Locator

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

To Activate Vehicle Locator via MySubaru Mobile App:

- Select "LOCATE VEHICLE"
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your vehicle will then be located on the map

By website:

- Log on to MySubaru.com
- Select the "STARLINK™ Access" tab
- Select "Remote Services", then Remote Vehicle Locator
- Enter your STARLINK PIN
- The command will be sent to your vehicle
- Your vehicle will then be located 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:

- After 14 days from the last time the vehicle was started
- GPS signal is not available
- Weak signal area

Vehicle Security Alarm Notification

Your SUBARU STARLINK system will automatically notify you when your security alarm is activated. This feature will automatically notify any preselected persons of your choice by automated phone call, text messaging, or email. You can update this preference on your MySubaru account.



NOTE

This feature will not work under the following conditions:

- After 14 days from the last time the vehicle was started
- GPS signal is not available
- Weak signal area

Stolen Vehicle Recovery

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 a police report is filed, 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 inform STARLINK of the theft of your vehicle, call 1-855-753-2495
- STARLINK Customer Care Advisor will come online to assist you
- The advisor will ask you to verify your name, phone numbers, and provide verification that a police report has been filed, including the case number
- STARLINK Customer Care Advisor will initiate a stolen vehicle recovery signal to pinpoint the vehicle's location and will coordinate with local law enforcement department to assist its recovery



NOTE

For your own safety, you should NEVER use this feature to locate your vehicle on your own if it has been stolen. The Stolen Vehicle Recovery feature should be used instead. Your local law enforcement department will inform you of the vehicle's disposition.



NOTE

This feature will not work under the following conditions:

- After 14 days from the last time the vehicle was started
- GPS signal is not available
- Weak signal area

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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.

FAQs

	What is SUBARU STARLINK?
	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. – Entertainment services can be accessed via the SUBARU STARLINK Mobile App – STARLINK Safety Plus & Security Plus Remote Services can be accessed via the MySubaru Mobile App If your vehicle is STARLINK Safety Plus & Security Plus enabled, you can connect with a STARLINK Customer Care Advisor via your SOS button or i-button on your overhead console. SOS/i-button Connection with a Customer Agent is not limited to STARLINK Safety Plus & Security Plus.
	What do the buttons on my overhead console do?
	The SUBARU STARLINK buttons: • Provide access to a SUBARU STARLINK Customer Care Advisor - Pressing the red SOS button connects users with a live advisor who can provide emergency assistance • Provide access to Subaru Roadside Assistance - Pressing the blue i-button connects you to Subaru Roadside Assistance.
	Will SUBARU STARLINK use my smartphone connection to provide me emergency assistance?
	SUBARU STARLINK allows you to use both SOS Emergency Assistance and Enhanced Roadside Assistance functions without the use of your smartphone. However, all STARLINK Remote Access features do require using your smartphone or MySubaru.com to activate remote services.

	Why do I need to download the mobile apps to my smartphone? What is the difference between the SUBARU STARLINK App and MySubaru App?
	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. 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. The MySubaru App allows you access to remote services, user preferences, diagnostic alerts and other great features enabled by your subscription of STARLINK Safety Plus & Security Plus services.
	What are the SUBARU STARLINK Safety Plus and SUBARU STARLINK Safety Plus & Security Plus packages?
	SUBARU STARLINK Safety Plus gives you peace of mind in case an emergency occurs when you are in your vehicle. SUBARU STARLINK Safety Plus & Security Plus adds STARLINK Remote Services like Remote Door Lock/Unlock, Stolen Vehicle Recovery and Remote Vehicle Locator giving you the added security of knowing that help is there if you need it.
	How does Enhanced Roadside Assistance work?
	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.
	What is the Monthly Vehicle Health Report?
	Once a month, SUBARU STARLINK will email you a report on the status of your key vehicle systems. A link within the email will take you to MySubaru to view the report in full so you can always be aware of your vehicle's health.

	What do I do if I forgot or want to update my PIN?
	Log in to MySubaru and click on the “STARLINK Access” tab, select “STARLINK Profile/PIN”.
	How do I contact a SUBARU STARLINK Customer Care Advisor?
	If you have any questions about SUBARU STARLINK, please call a STARLINK Customer Care Advisor at 1-855-753-2495.
	What smartphones are compatible with the MySubaru mobile app?
	Please go to www.Subaru.com/STARLINK 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 SUBARU STARLINK Customer Care Advisor will need a police report number to help local law enforcement find the location of your vehicle.
	How do I change my notifications email or phone number?
	Log in to MySubaru.com, select your vehicle and click on “STARLINK Access tab” and choose “Account settings”. You can modify the notification to be one of the following; phone, email or text. Additional phone numbers can also be added.
	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.