

SUBARU Tech-Info User's Guide

2025-03-21
Ver.1.1.0

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1. Start using the site

1.1 User Registration

- User registration is required to use the SUBARU Tech-info Website.
- Before user registration, confirm that the computer to be used meets the following specifications.
 - † Hardware: 128 MB of RAM
 - † Operating System: Windows2000, Windows XP, Windows Vista
 - † Web Browser: Internet Explorer 6.0 or later
 - † Additional Software: Adobe Acrobat Reader 6.0 or later

[i] Click the "Register user" button (1).

Member login

User ID:

Password:

Send

Register user (1)

Reset password

1: For Vehicle Periodic Technical Inspection (PTI) Centre

The Subaru Tech-info website provides online repair and maintenance information. It is meant for companies and independent repair shops that perform specialized repairs on Subaru vehicles. This website supports the models from Euro5 onwards (see below):

Legacy / Outback	2010 - 2025MY
WRX / WRX STI / Levorg	2015 - 2025MY
Impreza / Subaru XV / Crosstrek	2011 - 2025MY
Impreza STI	2011 - 2015MY
Forester	2010 - 2025MY
Subaru BRZ	2013 - 2023MY
Solterra	2023 - 2024MY
Trezia	2011 - 2012MY

Prior to using the site, be sure to read [About this site](#). (2)

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[Privacy policy](#) | [Subaru Europe](#) | [Worldwide Network](#) | [User's guide](#) [About this site](#) (3)

- Before use, be sure to read the "About this site".
A link to the "About this site" is located on the log in page and at the footer (2) of each page.
- Questions that are often asked are listed in the "FAQ" (3) section. We recommend that users also read this section before user registration.

[ii] Input the relevant information in each field.
First, select either "Personal User" or "Corporate User" with the "Type of user" section.

Personal user registration screen

Register user

The [Subaru Tech-info website](#) uses the [PayPal](#) service for subscription charge payments. We recommend using the e-mail address you are using or plan to use as your [PayPal ID](#), as the e-mail address registered as your user ID on the [Subaru Tech-info website](#).

Type of user

(1) Individual user Corporate user

Personal information

(2) **E-mail address *** (3)

Given name *

Family name *

Language

Telephone number *

Town/block number *

Building

Municipal ward/city/district *

Prefecture *

Postal code *

Country *

(4) Subscription charges are paid with V.A.T. included.

I agree to the [privacy policy](#) and will register as a user.

- (2) indicates a required field.
- The e-mail address entered (3) will be used as the user ID.
We recommend that you register the same e-mail address that is being used for your PayPal ID.
- Personal users in the EU separately pay VAT in addition to the subscription fee (4).

Corporate user registration screen

Type of user (1)’

Individual user Corporate user

Personal information

E-mail address *

Given name *

Family name *

Language

Place of employment (5)

Company name *

Telephone number *

Town/block number *

Building

Municipal ward/city/district *

Prefecture *

Postal code *

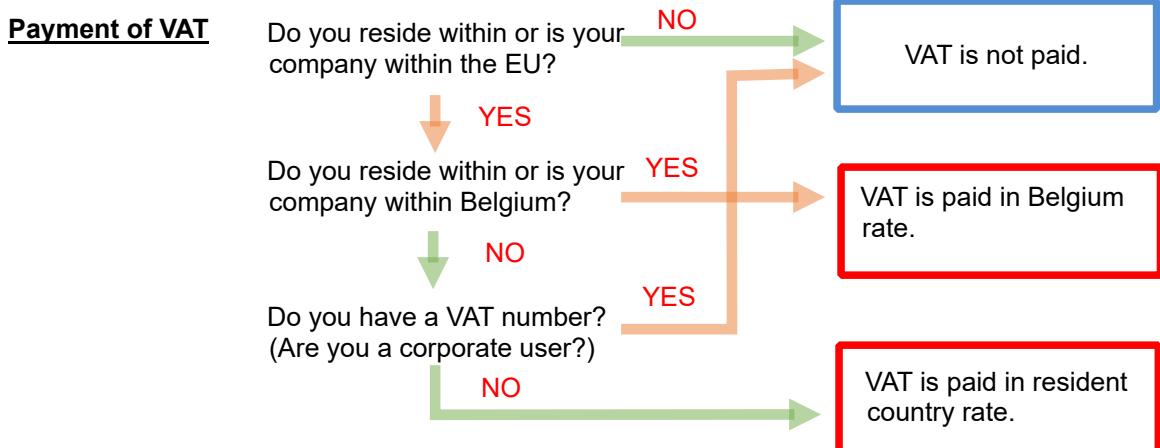
Country *

Field of business *

V.A.T. number

Subscription charges are paid with V.A.T. included (6)

- Corporate users are requested to enter the address of their employer. A personal address is not required (5).
- Corporate users, depending on the address registered, either separately pay VAT in addition to the subscription fee or pay an amount that does not include VAT assuming that tax is paid in the country where they are located. A VAT number is required for corporate users in the EU. Please register this number in the field indicated (6).



[iii] Confirm that the entered information is correct and then click the "Send" button.
If there are no problems with the registration contents, the confirmation screen will display.
Click the "Register" button (1).

Register user

Personal information

E-mail address	<input type="text"/>
Given name	<input type="text"/>
Family name	<input type="text"/>
Language	English
Telephone number	<input type="text"/>
Town/block number	<input type="text"/>
Building	<input type="text"/>
Municipal ward/city/district	<input type="text"/>
Prefecture	<input type="text"/>
Postal code	<input type="text"/>
Country	[- Others -]

(1)

[iv] The screen below will display when temporary registration is complete, and an account registration notification e-mail will be sent to the e-mail address registered in step [ii].

Register user

Temporary registration complete.

NOTE

Your user account is still not enabled yet. An e-mail including the URL of the page to activate your account will be sent soon.

- The e-mail will contain the contents shown below. (Contents indicated with "*****" are different in each e-mail.):

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: User registration notice
Message:	<p>*****,</p> <p>Thank you for registering for the SUBARU Tech-info Website. Please access the URL below to set your password:</p> <p style="color: blue;">https://www.subaru-repairionfo.com/scr/ini/useractivation.aspx?*****</p> <p>Setting this password will activate your user account.</p> <p>Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com</p>

[v] Accessing the URL displayed in blue and bold in the above e-mail will display the screen shown below. Enter the password you want to use when logging in (1), and then click the "Register" button (2).

Activate password

Password rules

- Passwords must be between 9 and 20 characters long.
- Only single-byte characters may be used. Use a combination of at least three of the following four types of characters and symbols.
 1. Numbers
 2. Uppercase letters
 3. Lowercase letters
 4. The following symbols: " " & ` ~ @ # , . ? ! ; ; / % _ = + - * \$ ^ () { } [] | \
- A record is kept of your last 3 password changes. These passwords cannot be reused.

Password: (1)

Password (again)

(2)

- Please complete registration (step [v]) within 30 days of temporary registration.

[vi] A screen indicating that the new password has been registered will display. The user account is activated at this time.

Activate password

The new password has been registered.

[vii] Return to the log in page and enter the e-mail address registered in step [ii] in the "User ID" field (1) and enter the password registered in step [v] in the "Password" field (2).
Click the "Log in" button (3).

Welcome to the Subaru Tech-info website

Member login

User ID: (1)

Password: (2)

(3)

1: For Vehicle Periodic Technical Inspection (PTI) Centre

The Subaru Tech-info website provides online repair and maintenance information. It is meant for companies and independent repair shops that perform specialized repairs on Subaru vehicles.
This website supports the models from Euro5 onwards (see below):

Legacy / Outback	2010 - 2025MY
WRX / WRX STI/ Levorg	2015 - 2025MY
Impreza / Subaru XV / Crosstrek	2011 - 2025MY
Impreza STI	2011 - 2015MY
Forester	2010 - 2025MY
Subaru BRZ	2013 - 2023MY
Solterra	2023 - 2024MY
Trezia	2011 - 2012MY

Prior to using the site, be sure to read "About this site".

1.2 Subscription

- A subscription key must be purchased at the initial log in.

[i] Select the item to purchase (1), and then click the "Buy Now" button (2).

Purchase a new subscription?

Please select the type of subscription.

1 Year €1,000 w/ V.A.T. €200

1 Month €100 w/ V.A.T. €20

1 Day €10 w/ V.A.T. €2.0

1 Hour €3 w/ V.A.T. €0.60

Pay Now

Do you have a valid subscription that has not been used?

Please enter the tracking number that was included with your e-mail.

Send

Information on obtaining vehicle security-related information

Please select the type of subscription.

1 Year €1,000 w/ V.A.T. €200

1 Month €100 w/ V.A.T. €20

1 Day €10 w/ V.A.T. €2.0

1 Hour €3 w/ V.A.T. €0.60

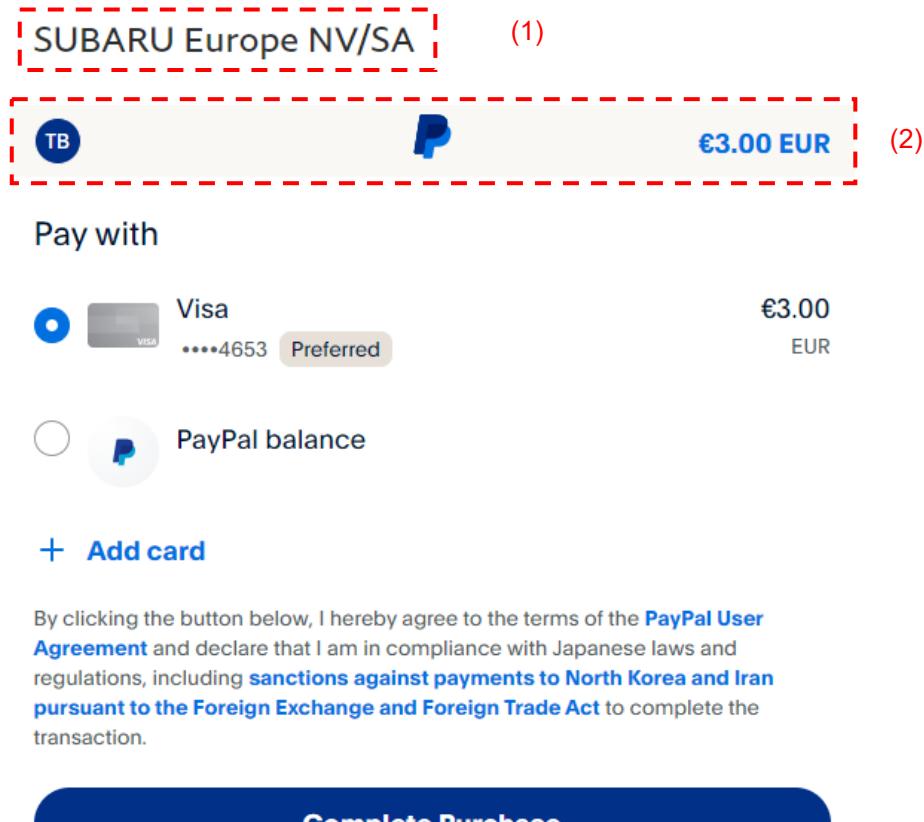
GB Reconfigure V.A.T. number

Pay Now

Please pay the total including V.A.T.

- The screen on the left displays in the case of a user for which up to the third item in the previous "Payment of VAT" flowchart is applicable. Users who forgot to enter their VAT number or made a mistake during user registration can re-enter the number at this time (3). However, this will not change the registration information itself. Users should edit this information on the site's maintenance screen after purchasing a subscription key.

[ii] The screen will change to the PayPal purchase screen.



PayPal Pte. Ltd. is a Singaporean company registered with the Financial Services Agency of Japan as a (1) Funds Transfer Business Operator with Registration No. 00026 issued by the Director-General of the Kanto Local Finance Bureau and (2) Third Party-type Issuer of Prepaid Payment Instruments with Registration No. 00705 issued by the Director-General of the Kanto Local Finance Bureau.

- Confirm that the merchant name (1) as well as the price and tax amount displayed in the area shown in the red box (2) are correct.

[iii] Proceed the payment according to PayPal instruction.

- When the purchase is complete, the screen will return to the SUBARU Tech-info Website after approximately 10 seconds.
- When processing at this screen is complete, an e-mail that serves as a purchase receipt will be sent. This e-mail is explained in step [vii].

[iv] The purchase information will display.
Click the "Return to the login procedure" button (1).

Payment information

Your order	
Order number	37460538EM447993T
Additional subscription period	1 Hour

NOTE

Your subscription will be extended next time you login.

[Return to the login procedure](#) (1)

[v] The terms and conditions agreement screen will display.

Terms and Conditions

This website "Terms and Conditions" is subject of update at any time as business needs required.
Please confirm "Terms and Conditions" each time you visit this website.

1. Disclaimers

Use of Technical Information

Any repair, maintenance operation, or after sales service undertaken or performed by any user of this website on the basis of, as a result of or in connection with the technical information published on this website ("Technical Information") is performed under the sole responsibility of such user.

Fuji Heavy Industries Ltd., Subaru Europe N.V./S.A., any of their affiliated companies and/or any of their national distributors cannot be held liable for any bodily injury, damage to property, loss, expenses or any other damage, or any infringement to any laws or regulations, as a result of, due to, in connection with any such repair, maintenance operation or after sales service.

Warranty information contained within these documents

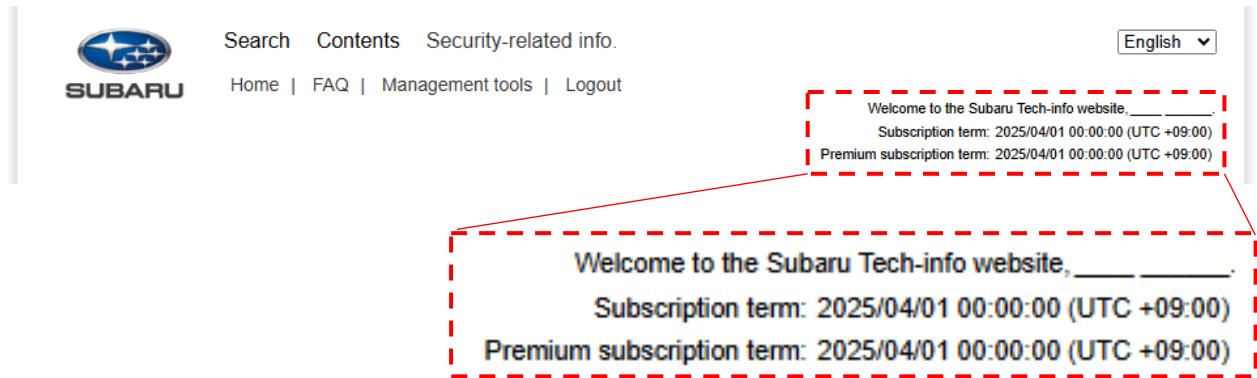
I agree to use the site according to the terms and conditions above.

Invoice ID	Date of sale	Extension period
T00000716	2016-10-03 03:23:05	1 Hour

(1) [Continue](#) (2) [Cancel](#)

- The information for the purchased subscription key displays here during the initial log in after purchase (1).
- Clicking "Continue" (2) enables you to enter the top page after log in confirmation.

[vi] The subscription key period begins counting down from this point.



- The subscription key period displays on the upper right of the screen after log in.

[vii] At the same time that processing in step [iv] is complete, the e-mail shown below will be sent to the e-mail address registered in the PayPal account:

Sender:	administrator@subaru-repairinfo.com																								
Subject:	SUBARU Tech-info Website: Thank you for purchasing a subscription.																								
Message:	<p style="text-align: center;">  SUBARU SUBARU EUROPE N.V./S.A. Leuvensesteenweg 555 B/ 8, 1930 Zaventem, Belgium Tel : +32 (0)2 7140400 Fax : +32 (0)2 7257792 </p> <p>Dear XXXX XXX XXXXX, We accepted your payment for SUBARU Tech-info System subscription via PayPal. According to the informations transferred from PayPal are:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="background-color: #cccccc; padding: 2px;">INVOICE</td> </tr> <tr> <td style="background-color: #cccccc; padding: 2px;">Invoice ID</td> </tr> <tr> <td style="padding: 2px;">T00000xxxx</td> </tr> <tr> <td style="background-color: #cccccc; padding: 2px;">Invoice Date</td> </tr> <tr> <td style="padding: 2px;">04.10.2016 10:02:28 (CET)</td> </tr> <tr> <td style="background-color: #cccccc; padding: 2px;">Your VAT Number</td> </tr> <tr> <td style="padding: 2px;">DE</td> </tr> <tr> <td style="background-color: #cccccc; padding: 2px;">Currency</td> </tr> <tr> <td style="padding: 2px;">EUR</td> </tr> <tr> <td style="background-color: #cccccc; padding: 2px;">Tracking Number</td> </tr> <tr> <td style="padding: 2px; border: 2px solid red; text-align: right;">XXXXXXXXXXXXXXXXXXXX (1)</td> </tr> </table> <p style="text-align: right;">XXXXXXXXXXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX XXXXXXXXXXXXXXXXXXXX</p> <p>PayPal User ID: xxxx_xxxx@xxxx.de</p> <hr/> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left; padding: 2px;">Item No.</th> <th style="text-align: left; padding: 2px;">Description</th> <th style="text-align: right; padding: 2px;">Price</th> </tr> </thead> <tbody> <tr> <td style="padding: 2px;">SubsHr01</td> <td style="padding: 2px;">Subscription w/ V.A.T. 19%</td> <td style="text-align: right; padding: 2px;">3.00</td> </tr> <tr> <td style="padding: 2px;">V.A.T.</td> <td></td> <td style="text-align: right; padding: 2px;">0.57</td> </tr> <tr> <td style="padding: 2px; border-top: 1px solid black;">Total Amount</td> <td></td> <td style="text-align: right; padding: 2px; border-top: 1px solid black;">3.57</td> </tr> </tbody> </table> <p>Please concern that this mail was issued for PayPal account, not for SUBARU Tech-info System: Therefore, if you share your PayPal account with the other person, e.g. your colleague, all the invoice mail for the payments made by them will be sent to this address. Please inform us both the Invoice ID and the Tracking Number when you ask us about this payment.</p> <p>Best Regards, SUBARU Tech-info System Administrator http://www.subaru-repairinfo.com</p>		INVOICE	Invoice ID	T00000xxxx	Invoice Date	04.10.2016 10:02:28 (CET)	Your VAT Number	DE	Currency	EUR	Tracking Number	XXXXXXXXXXXXXXXXXXXX (1)	Item No.	Description	Price	SubsHr01	Subscription w/ V.A.T. 19%	3.00	V.A.T.		0.57	Total Amount		3.57
INVOICE																									
Invoice ID																									
T00000xxxx																									
Invoice Date																									
04.10.2016 10:02:28 (CET)																									
Your VAT Number																									
DE																									
Currency																									
EUR																									
Tracking Number																									
XXXXXXXXXXXXXXXXXXXX (1)																									
Item No.	Description	Price																							
SubsHr01	Subscription w/ V.A.T. 19%	3.00																							
V.A.T.		0.57																							
Total Amount		3.57																							

- Please be sure to keep this e-mail as no other proof of payment will be issued.
- In addition, the tracking number shown above in the red box (1) also serves as a key for accessing subscription key information.

[viii] If the association between the PayPal payment information and the SUBARU Tech-info System user account fails for any reason, manually enter this key to link with the subscription data. (This problem can occur if the browser closes when moving between steps [iv] and [v].)

Purchase a new subscription?

Please select the type of subscription.

1 Year €1,000 w/ V.A.T. €200

1 Month €100 w/ V.A.T. €20

1 Day €10 w/ V.A.T. €2.0

1 Hour €3 w/ V.A.T. €0.60

Pay Now

MasterCard VISA VISA DIRECT

Do you have a valid subscription that has not been used?

Please enter the tracking number that was included with your e-mail.

(1)

Send (2)

Information on obtaining vehicle security-related information

- The right side of the subscription key menu that displays after logging in is the manual registration area for accessing subscription key information.
 - † Copy and paste the tracking number in the field indicated with (1), and then click the "Send" button (2).
 - † If manual registration is correct, the screen will switch from step [v] to step [vi].

1.3 Password setting

- Follow the same procedure if your password has expired, you have forgotten your password, or you are unable to log in for any other reason.

[i] On the login screen, press "Reset password" (1).

Welcome to the Subaru Tech-info website

Member login

User ID:

Password:

(1)

(2)

1: For Vehicle Periodic Technical Inspection (PTI) Centre

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Impreza STI	2011 - 2015MY
Forester	2010 - 2025MY
Subaru BRZ	2013 - 2023MY
Solterra	2023 - 2024MY
Trezia	2011 - 2012MY

Prior to using the site, be sure to read "About this site".

[ii] The initialize password screen is displayed.
Enter the e-mail address registered with this site in (1), and then press (2).

Initialize password

Please enter your e-mail address.

(1) (2)

- Your password cannot be initialized until at least 2 days have passed since the previous time it was set.

[iii] A message indicating that your password has been initialized will be displayed.

Initialize password

Password initialized.

NOTE

An e-mail for resetting your password will be sent soon. You will be unable to use your user account until you reset your password.

- This message will not be displayed if the e-mail address is incorrect.

[iv] A password reset e-mail will be sent to the e-mail address registered in Step [iii] from Section 1.1.

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: Please reset your password
Message:	*****, Your password was successfully initialized. Please access the URL below and reset your password: https://www.subaru-repairinfo.com/scr/ini/useractivation.aspx?activationtoken=**** Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com

[v] The rest of the procedure is the same as Step [v] through Step [vi] from Section 1.1.

- The e-mail received in Step [iv] will have a different subject and body, but the URL page will be the same as that contained in the e-mail received in Step [iv] from Section 1.1.

2. Basic usage

2.1 Log in

[i] Enter the e-mail address registered in Step [iii] from Section 1.1, in (1).
Enter the password registered in Step [v] from Section 1.1, in (2).

Welcome to the Subaru Tech-info website

Member login	
User ID:	(1)
Password:	(2)
<input type="button" value="Send"/>	(3)
<input type="button" value="Register user"/>	
<input type="button" value="Reset password"/>	
1: For Vehicle Periodic Technical Inspection (PTI) Centre	

The Subaru Tech-info website provides online repair and maintenance information. It is meant for companies and independent repair shops that perform specialized repairs on Subaru vehicles. This website supports the models from Euro5 onwards (see below):

Legacy / Outback	2010 - 2025MY
WRX / WRX STI/ Levorg	2015 - 2025MY
Impreza / Subaru XV / Crosstrek	2011 - 2025MY
Impreza STI	2011 - 2015MY
Forester	2010 - 2025MY
Subaru BRZ	2013 - 2023MY
Solterra	2023 - 2024MY
Trezia	2011 - 2012MY

Prior to using the site, be sure to read "About this site".

[ii] If you have not yet purchased a subscription, or if your subscription has expired, perform Step [i] through Step [iv] from Section 1.2.
If your login is approved and you have a valid subscription, the Terms and Conditions of the site will be displayed. After reading the text, proceed to the next step.

Terms and Conditions

This website "Terms and Conditions" is subject of update at any time as business needs required.
Please confirm "Terms and Conditions" each time you visit this website.

1. Disclaimers

Use of Technical Information

Any repair, maintenance operation, or after sales service undertaken or performed by any user of this website on the basis of, as a result of or in connection with the technical information published on this website ("Technical Information") is performed under the sole responsibility of such user.

Subaru Corporation, Subaru Europe N.V./S.A., any of their affiliated companies and/or any of

The privacy policy has been revised. Please check the contents. [↗](#) (1)

I agree to use the site according to the terms and conditions above (2)
 I agree with the privacy policy of this site.

Invoice ID	Date of sale	Extension period
T00000716	2016-10-03 03:23:05	1 Hour

(4)

- If you are logging in for the first time, or if SUBARU has updated its privacy policy, a link (1) to the privacy policy will be displayed.

- † Pressing the link (1) and opening the privacy policy will make (2) active.
- † If (1) is not displayed, (2) is already active.
- If you have logged in after purchasing a subscription, (3) will be displayed.

† For details on (3), refer to Step [v] through Step [vi] from Section 1.2.

[iii] By selecting the checkboxes in (2), you agree with the Terms and Conditions and SUBARU privacy policy. This also makes (4) active.
Once it becomes active, press (4).

Terms and Conditions

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Please confirm "Terms and Conditions" each time you visit this website.

1. Disclaimers

Use of Technical Information

Any repair, maintenance operation, or after sales service undertaken or performed by any user of this website on the basis of, as a result of or in connection with the technical information published on this website ("Technical Information") is performed under the sole responsibility of such user.

Subaru Corporation, Subaru Europe N.V./S.A., any of their affiliated companies and/or any of

I agree to use the site according to the terms and conditions above. (2')

I agree with the privacy policy of this site.

Invoice ID	Date of sale	Extension period
T00000716	2016-10-03 03:23:05	1 Hour

(4') Continue Cancel

[iv] The front page will be displayed once you have logged in.



Search Contents Security-related info. English ▾

Home | FAQ | Management tools | Logout

Welcome to the Subaru Tech-info website, _____.
Subscription term: 2025/04/01 00:00:00 (UTC +09:00)
Premium subscription term: 2025/04/01 00:00:00 (UTC +09:00)

Update history

(No new content was registered)

©2010 Subaru Corporation [Privacy policy](#) | [Subaru Europe](#) | [Worldwide Network](#) | [User's guide](#) | [About this site](#)

2.2 Headers

Login screen header



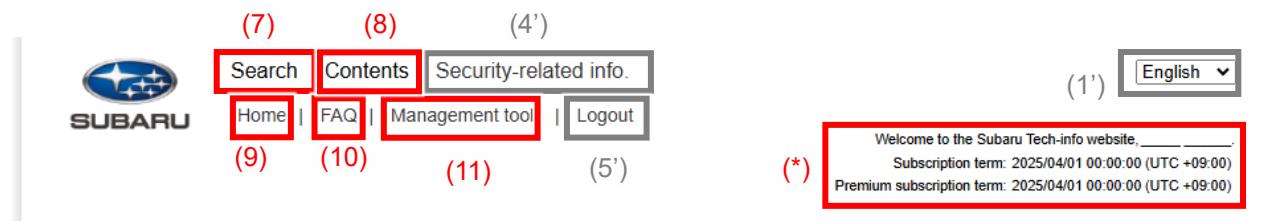
(1)	Switch language	(2)	To Section 6.2
(3)	Link to login page		

Header displayed after logging in, but before agreeing to Terms and Conditions



(4)	To Chapter 5	(5)	Log out
(6)	User name displayed here		

After logging in



(7)	To Chapter 4	(8)	To Chapter 3
(9)	Homepage after logging in	(10)	To Section 7.2
(11)	To Chapter 5	(*)	To Section 1.2

2.3 Footer

[Privacy policy](#) | [Subaru Europe](#) | [Worldwide Network](#) | [User's guide](#) | [About this site](#)

(1)

(2)

(3)

(4)

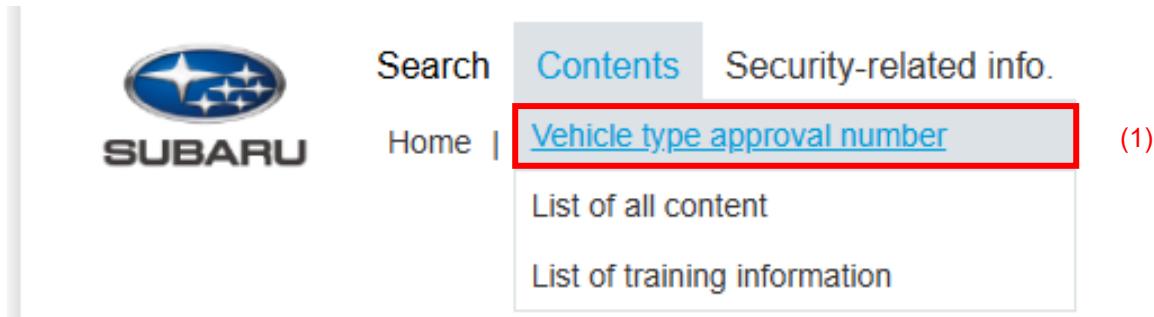
(5)

(1) Privacy policy	(2) SUBARU Europe company site
(3) SUBARU worldwide site	(4) This User's Guide
(5) Terms and Conditions	

3. View list of content

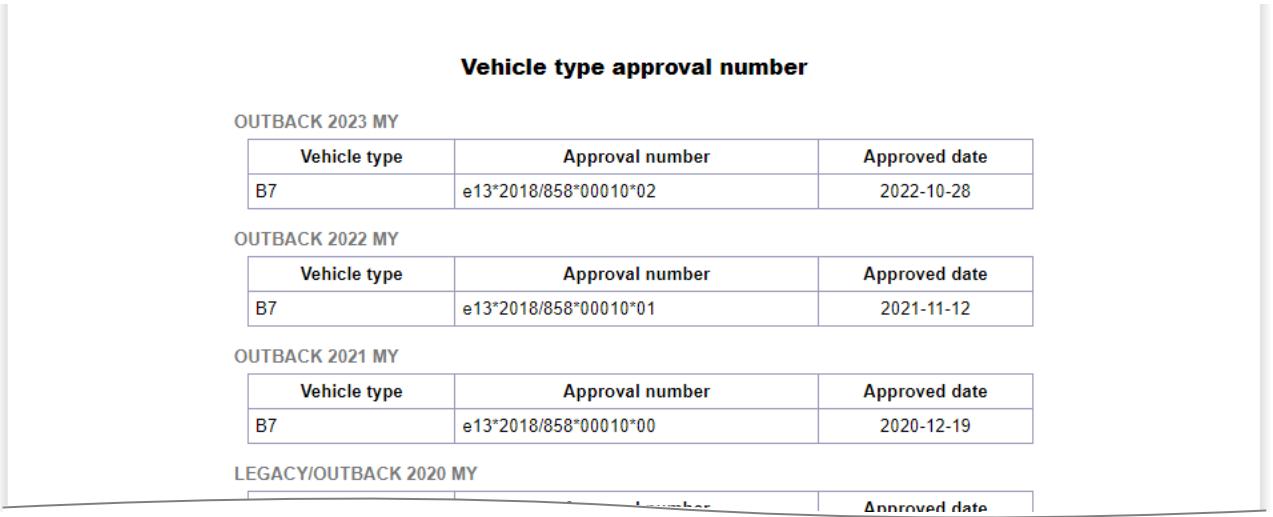
3.1 List of vehicle type approval numbers

[i] Select "Vehicle type approval number" (1) from the page header.



The screenshot shows the SUBARU website's header. On the left is the SUBARU logo. To the right are three buttons: "Search", "Contents" (which is highlighted in blue), and "Security-related info.". Below these are two more buttons: "Home" and "Vehicle type approval number" (which is also highlighted in blue and has a red box around it). Underneath these buttons are two links: "List of all content" and "List of training information".

[ii] A list of vehicle type approval numbers for SUBARU vehicles that have been officially released in Europe will be displayed.



The screenshot shows a page titled "Vehicle type approval number". It contains four tables, each representing a different model year:

- OUTBACK 2023 MY**

Vehicle type	Approval number	Approved date
B7	e13*2018/858*00010*02	2022-10-28
- OUTBACK 2022 MY**

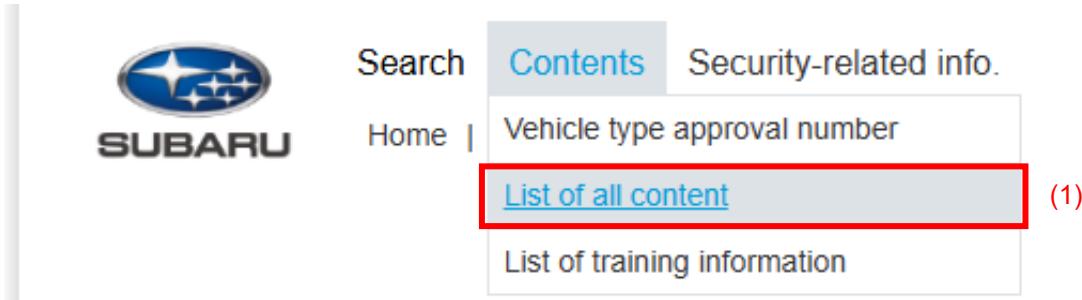
Vehicle type	Approval number	Approved date
B7	e13*2018/858*00010*01	2021-11-12
- OUTBACK 2021 MY**

Vehicle type	Approval number	Approved date
B7	e13*2018/858*00010*00	2020-12-19
- LEGACY/OUTBACK 2020 MY**

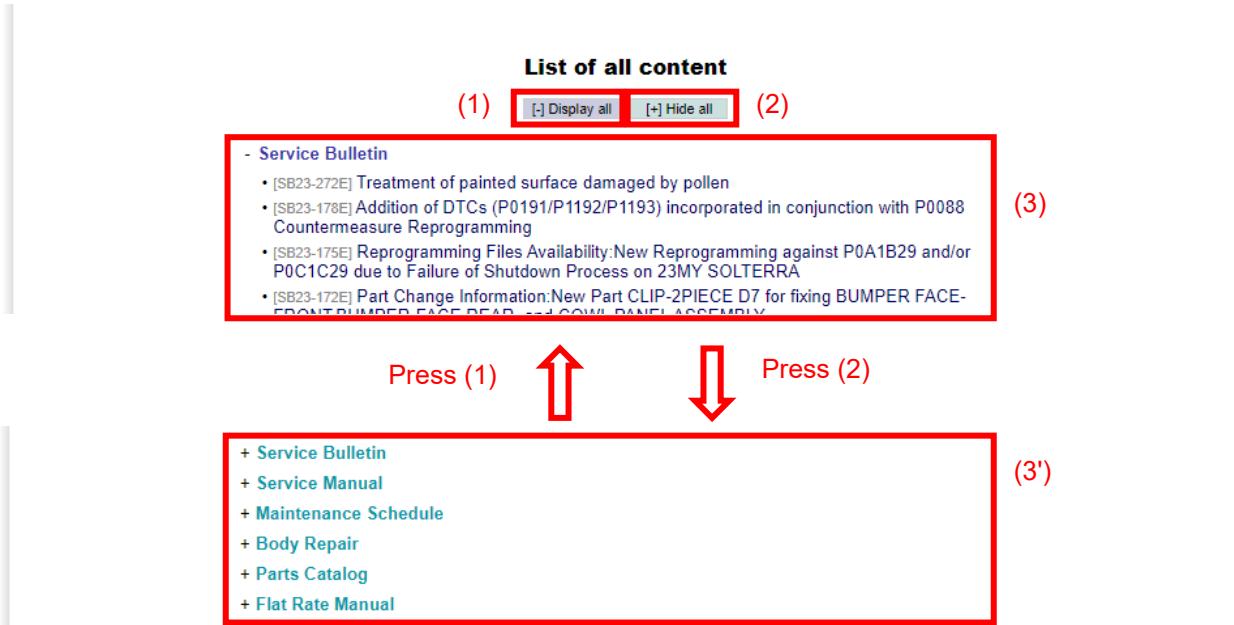
Vehicle type	Approval number	Approved date

3.2 List of all content

[i] Select "List of all content" (1) from the page header.



[ii] A list of all content will be displayed.

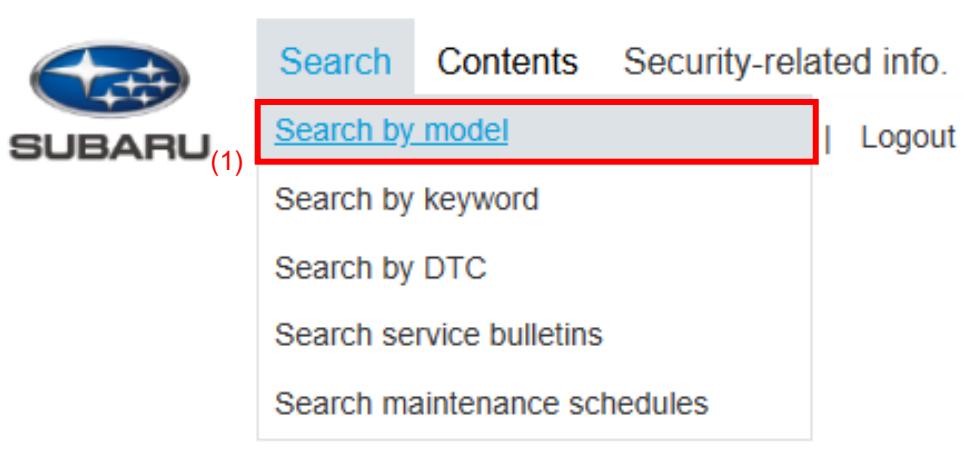


- This is an accordion-style list. By default, the list (3) is expanded to display all items. Pressing (2) will collapse all items in the list (3), as shown in (3'). Pressing (1) will expand all items in the list (3).
- Pressing a content type in the list (3) will expand or collapse only the content type selected in the list.
- Pressing the title of any content in the list (3) will open the selected content in a separate tab.

4. Search content

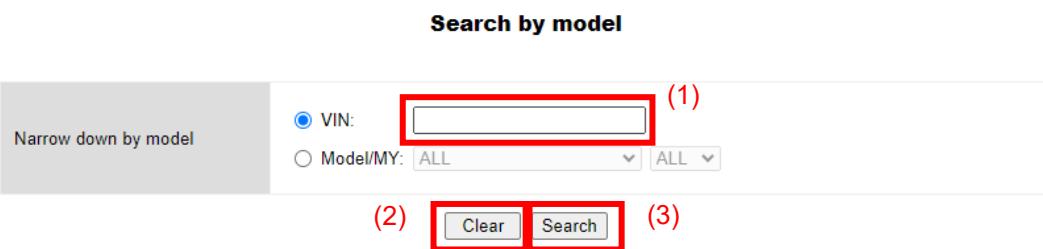
4.1 Search by model

[i] Select "Search by model" (1) from the page header.



[ii] You can search by VIN or by model/model year

Narrow down by VIN



The image shows the "Search by model" page. On the left, there is a "Narrow down by model" button. The main area has a title "Search by model". Below it, there are two radio buttons: "VIN:" (selected) and "Model/MY:". A text input field (1) is next to the VIN radio button. Below the radio buttons is a dropdown menu for "Model/MY" with "ALL" selected. At the bottom are three buttons: "Clear" (2) and "Search" (3), both of which are highlighted with red boxes.

- Enter the VIN in (1). Enter all 17 digits of the VIN.
- Press (3) to begin searching. Pressing (2) will reset the screen.

Narrow down by Model/Model Year

Search by model

Narrow down by model

VIN:
 Model/MY:

(2') (3')

- When narrowing down by model/model year, you can select any model (4)/model year (5).
- Press (3') to begin searching. Pressing (2') will reset the screen.

† When narrowing down by model/model year, you can search by selecting "ALL" for either of model (4)/model year (5), or for both.
All the model/model year matching the search conditions will be displayed. Select one of the results.

Search by model

Narrow down by model

VIN:
 Model/MY:

Legacy / Outback 2010 MY
Legacy / Outback 2011 MY
Legacy / Outback 2012 MY
Leaacy / Outback 2013 MY

[iii] If the results are narrowed down to a single model, a list of content related to the selected model will be displayed.

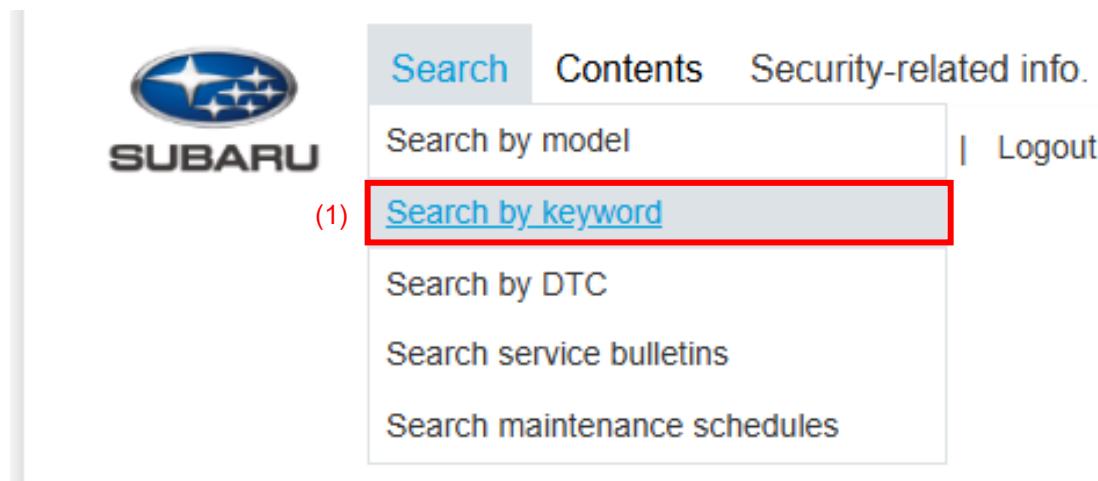
Search by model

Narrow down by model	<input checked="" type="radio"/> VIN: <input type="text" value="4S3B45678BG002001"/> <input type="radio"/> Model/MY: <input type="text" value="ALL"/> ALL
Search results	Legacy / Outback 2011 MY
<input type="button" value="Clear"/> <input type="button" value="Search"/> [-] Display all [+] Hide all	
<ul style="list-style-type: none">- Service Bulletin<ul style="list-style-type: none">• [SB23-272E] Treatment of painted surface damaged by pollen• [SB23-168E] Repair Procedure for Stain on the Side Spoilers due to Rustproof Wax seeped from the Doors• [SB23-073E] Diagnostic Procedure Correction for DTC P0890 TCM POWER RELAY SENSE CIRCUIT LOW	

- This list is used in the same manner as "List of all content" from Section 3.2.

4.2 Search by keyword

[i] Select "Search by keyword" (1) from the page header.



[ii] Keywords can be used to search across content.

The screenshot shows the 'Search by keyword' search interface. The interface is divided into three main sections: 'Narrow down by model' (1), 'Narrow down by content type' (2), and 'Specify keyword' (3). Section (1) contains fields for 'VIN' and 'Model/MY'. Section (2) contains checkboxes for various content types: Service Bulletin, Service Manual, Body Repair, Parts Catalog, Mechanism and Function, Special Tools List, Electronic tools List, and Other. Section (3) contains a text input field for keywords and radio buttons for 'AND' or 'OR' search conditions. At the bottom are 'Clear' and 'Search' buttons. The sections are labeled with red numbers (1, 2, 3) and the buttons are labeled with red numbers (4, 5) to indicate the steps in the process.

- (1) can be used to narrow down by VIN or by model/model year. This is used in the same manner as "Search by model" from Section 4.1. However, no list for narrowing down to a single model will be displayed when using this function, and all content related to the model matching the search conditions will be displayed.
- Use the checkboxes in (2) to specify what types of content to search.
- Specify the keyword in (3). Multiple keywords can be specified, separated by spaces. You can also specify either the AND or OR condition.
- Press (5) to begin searching. Pressing (4) will reset the screen.

[iii] Search results will be displayed in list format.
If there are multiple results, the list will be split across multiple pages. Use (1) to navigate between pages.
Clicking a URL will open the selected content in a separate tab.

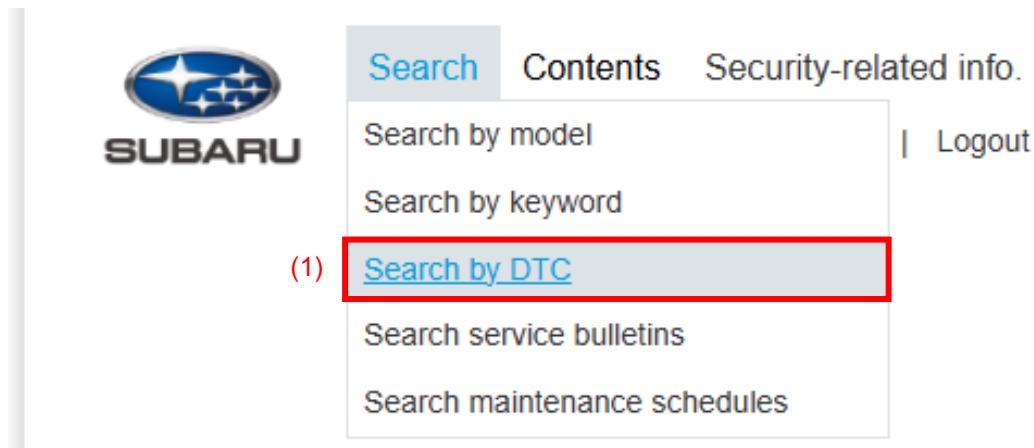
The screenshot shows a search interface with the following details:

- Specify keyword:** EGR
- Search Options:** AND (radio button selected)
- Search Buttons:** Clear, Search
- Search Results Summary:** Search results for keyword [EGR]. Results 0 through 20 out of 354 total
- Search Results List:**
 - 2023-04-22 03:04:06 Service Manual G9040GE
WRX/WRX WAGON 2023 Service Manual
<https://www.subaru-repairinfo.com/scr/doc/serviceManual/G9040GE/sys/frmSrc.html?pagId=s048391a16>
Target **EGR**
 - 2023-04-22 03:04:06 Service Manual G9040GE
WRX/WRX WAGON 2023 Service Manual
<https://www.subaru-repairinfo.com/scr/doc/serviceManual/G9040GE/sys/frmSrc.html?pagId=s048391a16>
EGR deviation
 - 2023-04-22 03:04:06 Service Manual G9040GE
WRX/WRX WAGON 2023 Service Manual
<https://www.subaru-repairinfo.com/scr/doc/serviceManual/G9040GE/sys/frmSrc.html?pagId=s903d62a12>
EGR3(A-)
- Page Navigation:** 1 << < 1 Go > >> 128 (1)

- If a service manual in HTML format matches the search conditions, the page containing the keyword will be opened.
- If content published in a PDF matches the search conditions, the first page will be opened instead of the page containing the keyword.

4.3 Search by DTC

[i] Select "Search by DTC" (1) from the page header.



[ii] A DTC code included in a service manual or service bulletin can be searched.

The screenshot shows the 'Search by DTC' search interface. It has three main sections: 'Narrow down by model', 'Narrow down by content type', and 'Narrow down by DTC'. The 'Narrow down by model' section (1) contains fields for 'VIN:' and 'Model/MY:'. The 'Narrow down by content type' section (2) contains radio buttons for 'Service Manual' and 'Service Bulletin'. The 'Narrow down by DTC' section (3) contains a text input field. At the bottom, there are buttons for '(4) Clear' and '(5) Search'.

- (1) can be used to narrow down by VIN or by model/model year. This is used in the same manner as "Search by model" from Section 4.1.
- Specify the content type to search in (2).
- Specify the DTC in (3).
- Press (5) to begin searching. Pressing (4) will reset the screen.

[iii] Content matching the search conditions will be displayed in the results. Clicking the title of any content will open that content in a separate tab.

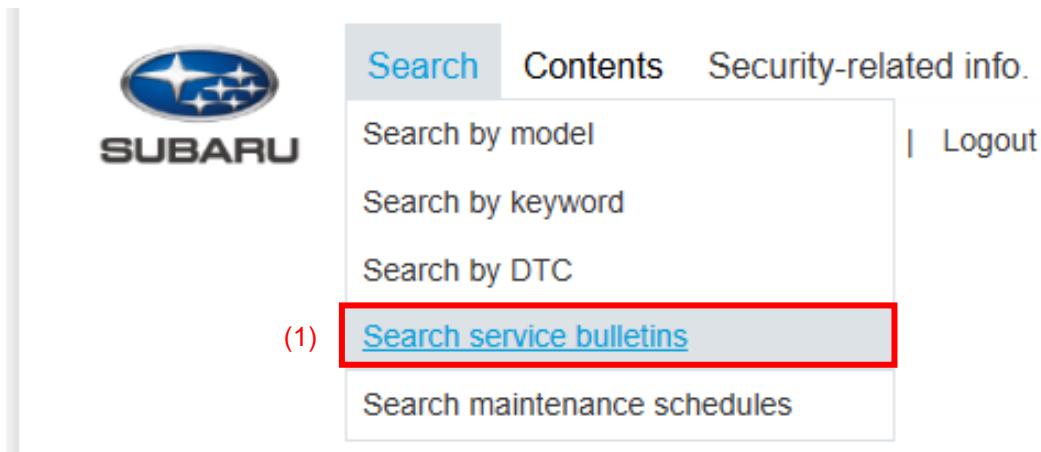
Search by DTC

Narrow down by model	<input type="radio"/> VIN: <input type="text"/> <input checked="" type="radio"/> Model/MY: <input type="text" value="Impreza / Subaru XV / Crosstrek"/> <input type="button" value="ALL"/>
Narrow down by content type	<input checked="" type="radio"/> Service Manual <input type="radio"/> Service Bulletin
Narrow down by DTC	<input type="text" value="B1116"/> <ul style="list-style-type: none">■ Impreza / Subaru XV / Crosstrek 2022 MY: IMPREZA/XV 2022 Service Manual■ Impreza / Subaru XV / Crosstrek 2021 MY: IMPREZA/XV 2021 Service Manual■ Impreza / Subaru XV / Crosstrek 2020 MY: IMPREZA/XV 2020 Service Manual■ Impreza / Subaru XV / Crosstrek 2019 MY: IMPREZA/XV 2019 Service Manual■ Impreza / Subaru XV / Crosstrek 2018 MY: IMPREZA/XV 2018 Service Manual■ Impreza / Subaru XV / Crosstrek 2018 MY: IMPREZA/XV 2018 Service Manual

- As shown in the example screen above, multiple content items may match the search conditions.
- A service bulletin on a DTC will contain that DTC in its title. When searching for a service bulletin DTC, the result of searching by DTC with the specified DTC contained in the title of the content will be displayed. This may at times result in matching words or codes that are not the DTC, even if the spelling is same as the DTC.
- Service manuals contain functionality to search for DTCs, implemented in the content itself. Links contained in the search results list are actually links to call the service manual content search function.

4.4 Search service bulletins

[i] Select "Search service bulletins" (1) from the page header.



[ii] Service bulletins can be searched by maintenance classification.

Search service bulletins	
Narrow down by model	
<input checked="" type="radio"/> VIN: <input type="text"/> (1) <input type="radio"/> Model/MY: <input type="button" value="ALL"/> <input type="button" value="ALL"/>	
Narrow down by maintenance classification	
<input checked="" type="checkbox"/> Engine <input checked="" type="checkbox"/> Steering <input checked="" type="checkbox"/> Airbag <input checked="" type="checkbox"/> Transmission <input checked="" type="checkbox"/> Suspension <input checked="" type="checkbox"/> Electronical <input checked="" type="checkbox"/> Brake <input checked="" type="checkbox"/> Body <input checked="" type="checkbox"/> Others	
(3)	<input type="button" value="Clear"/> (4) <input type="button" value="Search"/>

- (1) can be used to narrow down by VIN or by model/model year. This is used in the same manner as "Search by model" from Section 4.1. However, no list for narrowing down to a single model will be displayed when using this function, and all content related to the model matching the search conditions will be displayed.
- Specify the maintenance classification of the service bulletin in (2).
- Press (4) to begin searching. Pressing (3) will reset the screen.

[iii] A list of content matching the search conditions will be displayed.

Search service bulletins

Narrow down by model	<input type="radio"/> VIN: <input type="text"/> <input checked="" type="radio"/> Model/MY: <input type="text" value="Forester"/> <input type="button" value="2019"/>
Narrow down by maintenance classification	<input checked="" type="checkbox"/> Engine <input type="checkbox"/> Steering <input type="checkbox"/> Airbag <input checked="" type="checkbox"/> Transmission <input type="checkbox"/> Suspension <input type="checkbox"/> Electronical <input type="checkbox"/> Brake <input type="checkbox"/> Body <input type="checkbox"/> Others
<input type="button" value="Clear"/> <input type="button" value="Search"/>	
<p>► 2023-08-23 02:03:12 SB23-107E https://www.subaru-repairinfo.com/scr/doc/serviceBulletin/0023-107E/0023-107E.pdf</p> <p>► 2023-10-31 02:00:06 SB23-137-1E https://www.subaru-repairinfo.com/scr/doc/serviceBulletin/0023-107-1E/0023-107-1E.pdf</p>	

- If there are too many matches, a message asking you to narrow down your conditions will be displayed.

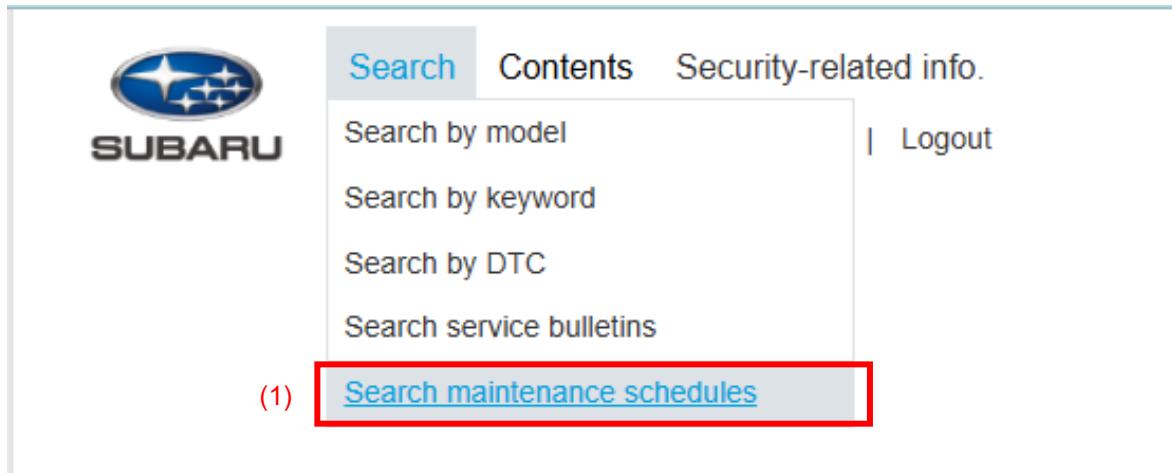
† The maximum number of results that can be displayed is 100.

Search service bulletins

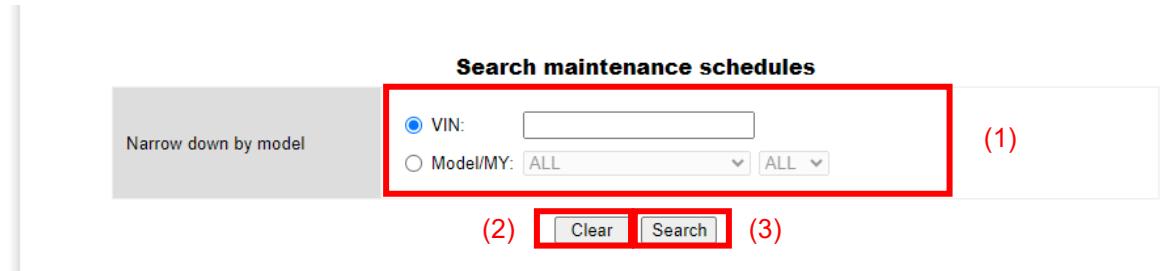
Narrow down by model	<input type="radio"/> VIN: <input type="text"/> <input checked="" type="radio"/> Model/MY: <input type="text" value="Forester"/> <input type="button" value="2019"/>
Narrow down by maintenance classification	<input checked="" type="checkbox"/> Engine <input checked="" type="checkbox"/> Steering <input checked="" type="checkbox"/> Airbag <input checked="" type="checkbox"/> Transmission <input checked="" type="checkbox"/> Suspension <input checked="" type="checkbox"/> Electronical <input checked="" type="checkbox"/> Brake <input checked="" type="checkbox"/> Body <input checked="" type="checkbox"/> Others
<input type="button" value="Clear"/> <input type="button" value="Search"/>	
# Hit more than 100 contents: Please specify additional conditions to narrow down. #	

4.5 Search maintenance schedules

[i] Select "Search maintenance schedules" (1) from the page header.

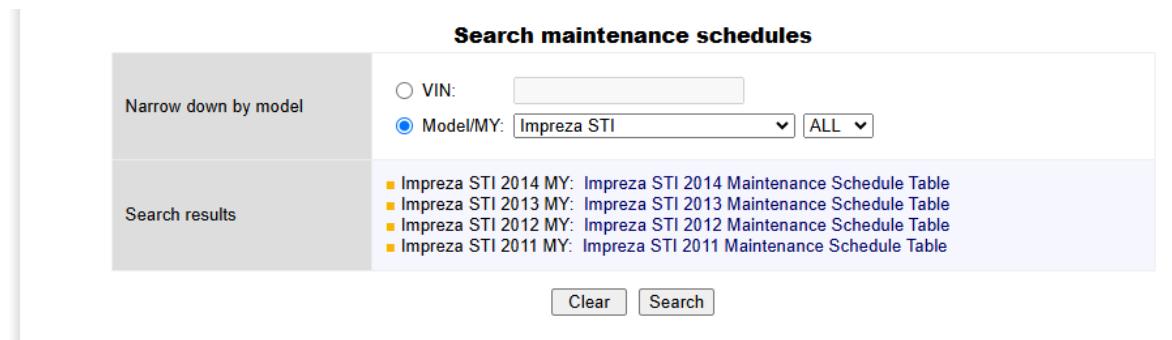


[ii] You can search by VIN or by model/model year



- (1) is used in the same manner as "Search by model" from Section 4.1.
- Press (3) to begin searching. Pressing (2) will reset the screen.

[iii] Content matching the search conditions will be displayed in the results. Clicking the title of any content will open that content in a separate tab.



- If only one piece of content matches, it will automatically be opened in a separate tab.

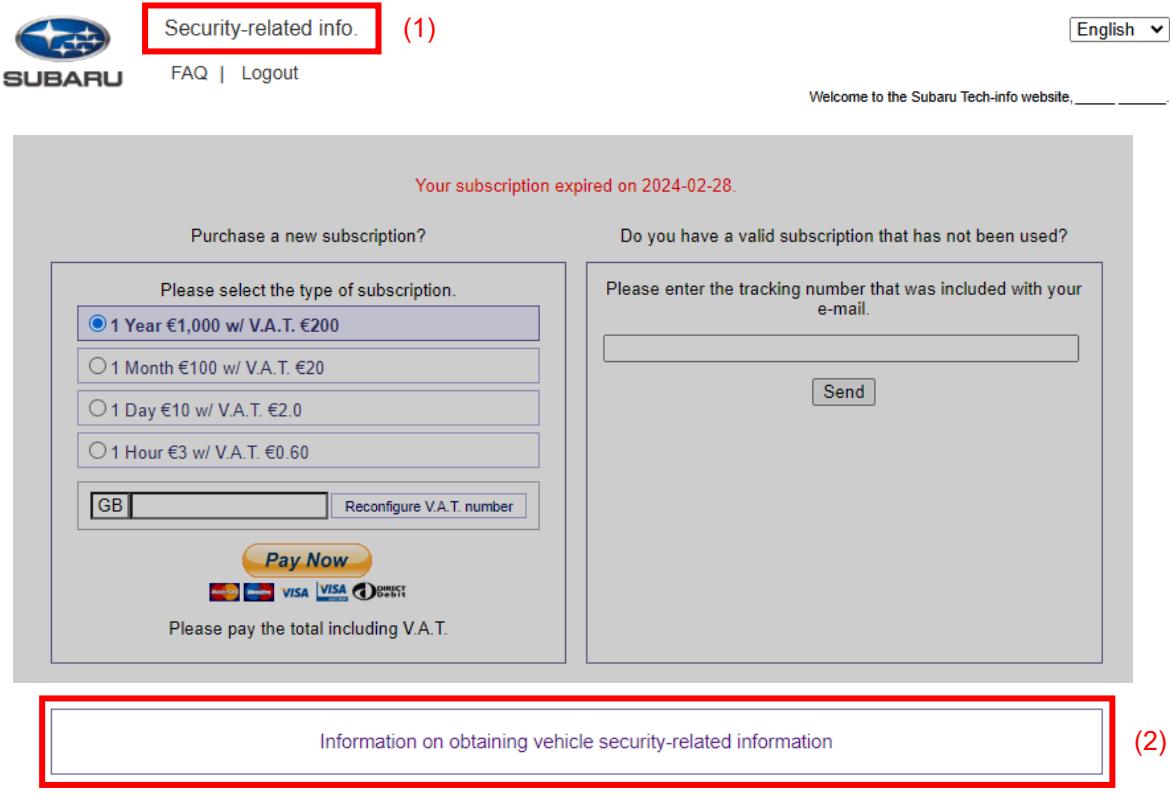
5. Procedure for accessing security-related information

- In order to access security-related information, you will need to receive SERMI authorization, and then enter the VIN and send a photo of the VIN plate.
- You must receive SERMI (<https://www.vehiclesermi.eu/>) authorization prior to entering the VIN.
- Separate SERMI authorization is required for each VIN entered.
- SERMI may not be available in some countries. You will need to check conditions in your country at the SERMI site above.

5.1 Receive SERMI user authorization

- [i] Log in as described in Step [i] from Section 2.1.
- [ii] Use either of the following procedures to access the SERMI authorization page.

If your subscription has expired



The screenshot shows the Subaru Tech-info website. At the top, there is a navigation bar with the Subaru logo, a 'Security-related info.' button (highlighted with a red box labeled (1)), a dropdown menu set to 'English', and links for 'FAQ' and 'Logout'. Below the navigation, a welcome message reads 'Welcome to the Subaru Tech-info website, _____.' A central message states 'Your subscription expired on 2024-02-28.' Two options are presented: 'Purchase a new subscription?' and 'Do you have a valid subscription that has not been used?'. The 'Purchase a new subscription?' section includes a dropdown for VAT number ('GB') and a 'Pay Now' button with payment method icons (Mastercard, American Express, VISA, DIRECT Debit). The 'Do you have a valid subscription?' section has a text input field for a tracking number and a 'Send' button. At the bottom, a red box labeled (2) highlights a link titled 'Information on obtaining vehicle security-related information'.

- Press either (1) or (2).

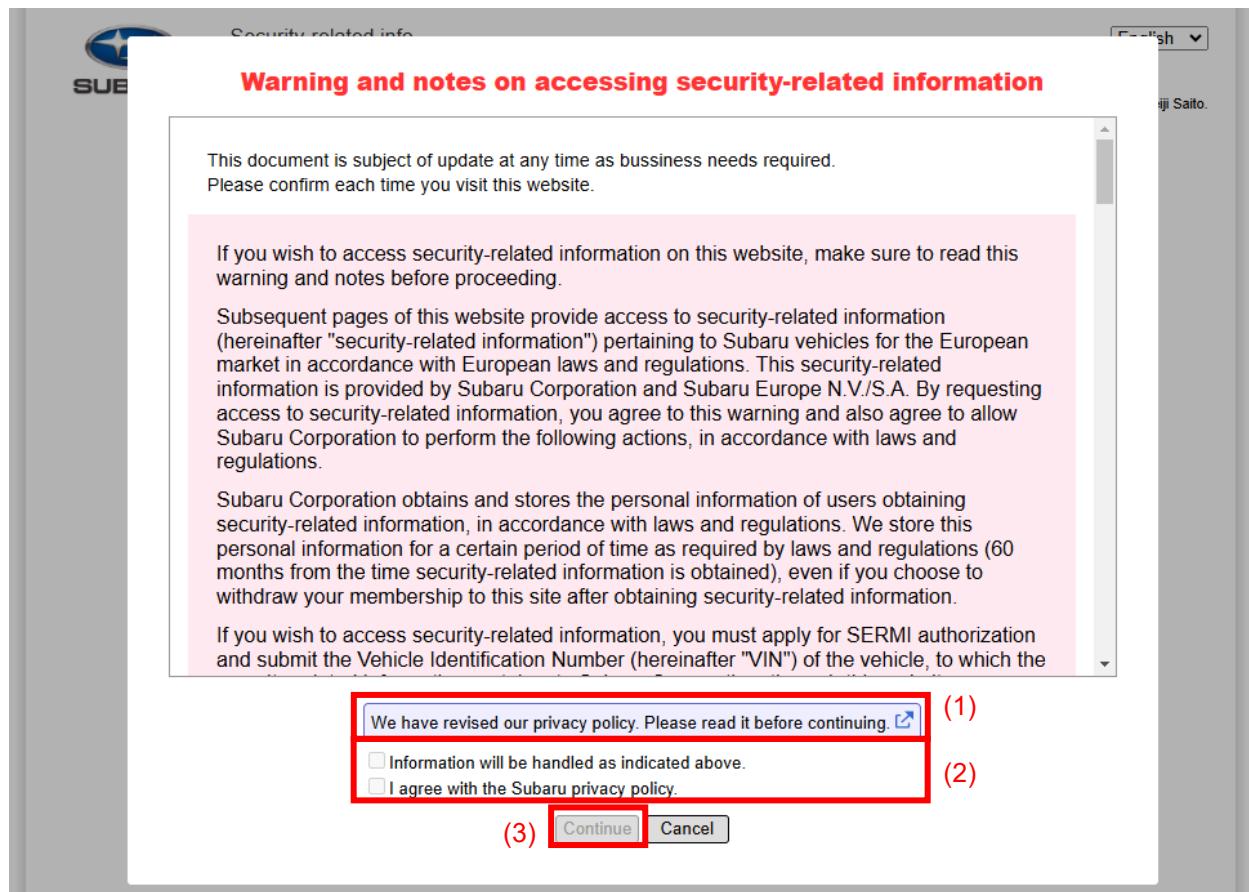
If you have a valid subscription



The screenshot shows the Subaru Tech-info website. At the top, there is a navigation bar with the Subaru logo, a 'Security-related info.' button (1') highlighted with a red box, a 'FAQ | Logout' link, and an 'English' dropdown. Below the navigation is a welcome message: 'Welcome to the Subaru Tech-info website, _____'. The main content area is titled 'Terms and Conditions'.

- Press (1'). (2) will not be displayed.

[iii] A note on accessing security-related information will be displayed. After reading the text, proceed to the next step.



The screenshot shows a 'Warning and notes on accessing security-related information' page. It contains a note about updates and a warning about security-related information access. A pink box highlights text about personal information storage and withdrawal. At the bottom, there is a red box containing a link to a privacy policy (1), two checkboxes (2) for handling and agreeing to the policy, and 'Continue' and 'Cancel' buttons (3).

- If you are logging in for the first time, or if SUBARU has updated its privacy policy, a link (1) to the privacy policy will be displayed.
 - † Pressing the link (1) and opening the privacy policy will make (2) active.
 - † If (1) is not displayed, (2) is already active.

[iv] By selecting the checkboxes in (2), you agree with the Terms and Conditions and SUBARU privacy policy. This also makes (3) active. Once it becomes active, press (3).

Information will be handled as indicated above.
 I agree with the Subaru privacy policy.

(3') **Continue** **Cancel**

[v] A QR code for SERMI authorization will be displayed.
Open the "Digidentity Wallet" smartphone app provided by Digidentity, and scan the QR code.

SERMI authorization

Scan the following QR code with Digidentity Wallet

Note

- The QR code will expire in **5 minutes**. If it expires, reload the page.
- After scanning the QR code and receiving SERMI authorization, the authorization will expire in **30 minutes**.



- The QR code will expire in 5 minutes. If it expires, reload the page.

[vi] Follow the instructions for using "Digidentity Wallet" to receive SERMI authorization.

- SERMI authorization will expire in 30 minutes. If 30 minutes elapse during the rest of this procedure and authorization expires, you will need to restart the procedure from the beginning of this chapter.

5.2 Enter the VIN of the vehicle

[i] Once you received authorization, using "Digidentity Wallet", a screen for entering the VIN information of the vehicle, to which the security-related information pertains, will be displayed.

VIN specification

Attaching VIN plate images	
Maximum size	1080px * 1920px or less, or 1920px * 1080px or less
Minimum size	600px * 800px or more, or 800px * 600px or more
Aspect ratio	20:9 or less, or 9:20 or less
Image format	JPEG or PNG

VIN plate image (1)

Click here
or
drag and drop the file here

VIN (2)

(3)

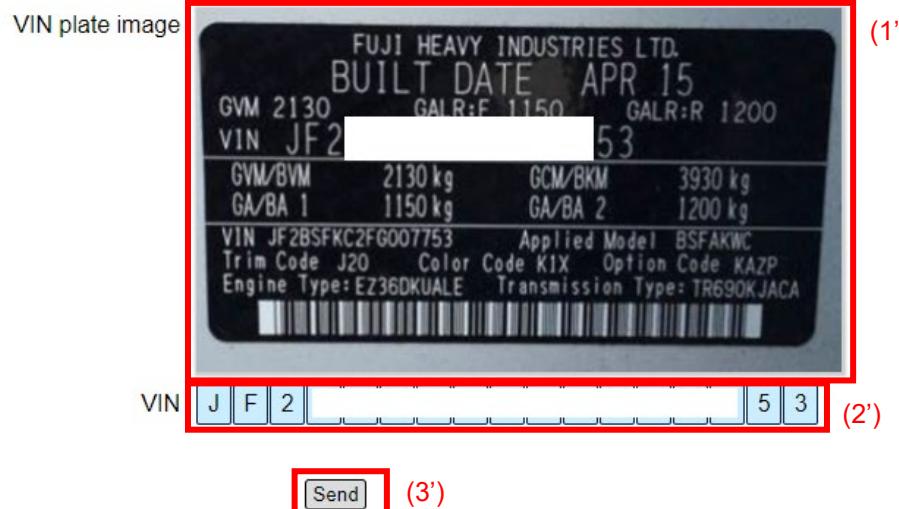
- Specify the image file of the VIN plate in (1). This may be done in one of two ways:
 - ① Drag and drop
 - ② Click (1) to open the file selection dialog

† Once the photo has been loaded, a thumbnail image will be displayed in (1).
- Photos must be in JPEG or PNG format.

† The size must be at least 800 × 600 pixels, but no more than 1920 × 1080 pixels.
- Enter all 17 digits of the VIN in (3). This must match the photo in (1).

† Only VINs for vehicles covered by this site are supported. Entering a VIN for a vehicle not covered by this site, or entering an incomplete VIN, will prevent you from continuing the procedure.

[ii] Once the VIN image has been uploaded and the text has been entered correctly, (3) will become active. Press (3).



Note

Although the VIN image will not be checked against the number entered at this time, consistency will be checked later. SUBARU is obligated to report potentially fraudulent use to SERMI if anything is found suspicious with regard to any VIN information entered. Any inconsistencies between VIN images and the number entered may also need to be reported.

5.3 List content for the vehicle

[i] Once the VIN has been entered correctly, a list of security-related information will be displayed for the vehicle corresponding to the VIN.

Vehicle security-related information list

Status icon legend [Details](#)

	Generating content		Download available
	Purchased (paid content only)		Error while generating content

Paid content

Date published	Document number	Content
2024-01-05	IM0002E	Imobilizer manual
2024-01-05	IM0001E	Imobilizer manual

Free content

Date published	Document number	Content
2024-01-05	AIL0001E	All Content

- Pressing (1) will display a detailed explanation of each status icon.
† The explanation can be closed by pressing (4) on the upper right of the display area, or by pressing the semitransparent background.

No.	Icon	Status	Status transition
1	-	A row with no icon indicates that your request to download the content has been received.	Pressing this will cause the status to transition. For free content, pressing this will cause the request to be received, and the status will transition to No. 2. For paid content, you will be taken to the procedure described in Section 5.4. Returning to this page after paying via PayPal will cause the status of this content to transition to No. 2.
2		This indicates that the download request has been received, and that content is now being generated.	If content is generated without any issue, the status will automatically transition to No. 3. The row cannot be pressed while this icon is displayed. Please wait for the content to be generated.
3		This indicates that the content can be downloaded.	Pressing this will download the content. The status will remain in No. 3 even after pressing this, but will revert to No. 1 when you log in again and your download rights have been reset.
4		This indicates that paid content was generated, but that the storage period has expired without the content being downloaded.	Pressing this will cause the status to transition to No. 2. This status means that your right to download the content has not been reset, so a download request will be received without any additional charge.
5		This indicates that the content generation did not complete.	It also indicates that the administrator is investigating the cause of the issue. The row cannot be pressed while this

- The "Paid content" list will be displayed in (2). A fee must be paid to access this content. This fee is separate from a standard content subscription. You will pay the access fee via PayPal, the same payment method used to purchase a subscription.
- The "Free content" list will be displayed in (3). No fee is required to access this content.
- If there is no content for the applicable model, you will see the following:

Paid content		
Date published	Document number	Content
<i>No applicable content</i>		

(1')

Free content		
Date published	Document number	Content
<i>No applicable content</i>		

(2')

- The status of the content is indicated with an icon on the right edge of the row. The following table describes what each icon means:

No.	Icon	Status	Status transition
1	-	A row with no icon indicates that your request to download the content has been received.	Pressing this will cause the status to transition. For free content, pressing this will cause the request to be received, and the status will transition to No. 2. For paid content, you will be taken to the procedure described in Section 5.4. Returning to this page after paying via PayPal will cause the status of this content to transition to No. 2.
2		This indicates that the download request has been received, and that content is now being generated.	If content is generated without any issue, the status will automatically transition to No. 3. The row cannot be pressed while this icon is displayed. Please wait for the content to be generated.
3		This indicates that the content can be downloaded.	Pressing this will download the content. The status will remain in No. 3 even after pressing this, but will revert to No. 1 when you log in again and your download rights have been reset.
4		This indicates that paid content was generated, but that the storage period has expired without the content being downloaded.	Pressing this will cause the status to transition to No. 2. This status means that your right to download the content has not been reset, so a download request will be received without any additional charge.
5		This indicates that the content generation did not complete because an unexpected error occurred while generating content.	It also indicates that the administrator is investigating the cause of the issue. The row cannot be pressed while this icon is displayed. Please wait until the investigation has been completed. It may take several days to complete the investigation, depending on the issue.

- † If content is in the No. 2 status and you move to a different page or log out from the site and then open this page again, it will remain in No. 2 if the content has not yet been generated, or will transition to No. 3 if content has been generated.
- † Content may generally be downloaded only once. However, the current status will be maintained as long as you are logged in, allowing you to try again if unable to save the content due to a mistake downloading the content. However, as described in Step [vi] from Section 5.1, SERMI authorization will expire in 30 minutes, and you must retry the operation while SERMI authorization is still valid.

[ii] Pressing a row in the No. 3 status will begin downloading.
A bar showing the download progress will be displayed beneath the row, and the icon on the right edge of the row will become lighter.

Date published	Document number	Content
2024-01-05	AIL0001E	AIL Content 

- Other content cannot be operated while downloading content. Please wait for the download to finish.

5.4 Purchase paid content

[i] Pressing the row of paid content in the No. 1 status as described in Step [i] from Section 5.3 will switch to the PayPal fee list page. There is only a single price for downloading content once, so there is nothing to select.

Download Purchase: Vehicle security-related information [S1045GE]

€9 w/ V.A.T. €1.8

GB

Pay Now (1)

MasterCard American Express VISA VISA Electron DIRECT DEBIT

Please pay the total including V.A.T.

[ii] Clicking (1) will switch to the PayPal payment page.
Follow the rest of the procedure on PayPal.

SUBARU Europe NV/SA

TB **Pay** € .00 EUR

Pay with

Visa € .00
*****4653 Preferred EUR

PayPal balance

+ Add card

By clicking the button below, I hereby agree to the terms of the [PayPal User Agreement](#) and declare that I am in compliance with Japanese laws and regulations, including [sanctions against payments to North Korea and Iran pursuant to the Foreign Exchange and Foreign Trade Act](#) to complete the transaction.

Complete Purchase

[iii] Once payment has been made via PayPal, you will be returned to this site and a page confirming payment information will be displayed.

Payment information

Order information	
Inquiry number	5CY61735TA488644L
Content	S1045GE: Registration Manual for Immobilizer(BRZ SSM4)

(1)

[Go back to vehicle security-related information list](#)

(2)

- Information on the content will be displayed in (1).
- Pressing (2) will return to the content list described in Section 5.3. The content that was just purchased will be in No. 2 or No. 3 status.

5.5 Open content

[i] Content is password-protected, whether it is free or paid. The password can be found on your invoice.

- Agreeing with the note described in Step [iii] from Section 5.1 is an act of agreement, even for free content. An invoice document will be sent to you as proof of your agreement.

Paid content

Sender:	administrator@subaru-repairinfo.com																									
Subject:	SUBARU Tech-info Website: We have received a request to view vehicle security information content.																									
Message::	<p> SUBARU</p> <p>SUBARU EUROPE N.V./S.A. Leuvensesteenweg 555 B/ 8, 1930 Zaventem, Belgium Tel: +32 (0)2 7140400 Fax: +32 (0)2 7257792</p> <p>[REDACTED], We are notifying you that we have received a request to view vehicle security information content. The invoice information received from PayPal is noted below.</p> <p>INVOICE</p> <table><tr><td>Invoice ID</td><td>T000 [REDACTED]</td></tr><tr><td>Date issued</td><td>28.02.2024 05:15:24 (CET)</td></tr><tr><td>V.A.T. number</td><td>[REDACTED]</td></tr><tr><td>Currency</td><td>EUR</td></tr><tr><td>Tracking Number</td><td>5[REDACTED]L</td></tr><tr><td>Password</td><td>[REDACTED] (1)</td></tr></table> <p>[REDACTED] Inc. [REDACTED] United Kingdom PayPal user ID: [REDACTED]@[REDACTED].com</p> <hr/> <table><thead><tr><th>Product number</th><th>Explanation</th><th>Price</th></tr></thead><tbody><tr><td>S1045GE</td><td>Registration Manual for Immobilizer(BRZ SSM4)</td><td>9.00</td></tr><tr><td>V.A.T.</td><td></td><td>1.80</td></tr><tr><td>Total</td><td></td><td>10.80</td></tr></tbody></table>		Invoice ID	T000 [REDACTED]	Date issued	28.02.2024 05:15:24 (CET)	V.A.T. number	[REDACTED]	Currency	EUR	Tracking Number	5[REDACTED]L	Password	[REDACTED] (1)	Product number	Explanation	Price	S1045GE	Registration Manual for Immobilizer(BRZ SSM4)	9.00	V.A.T.		1.80	Total		10.80
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Free content

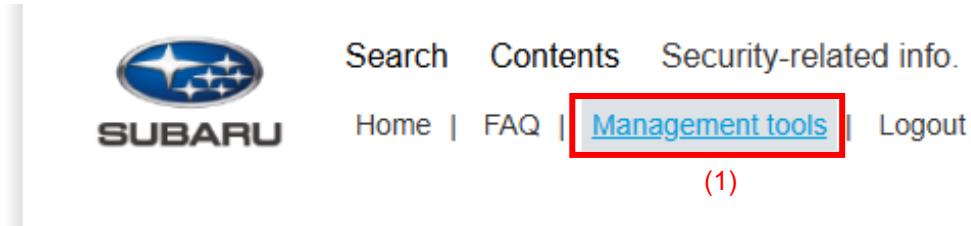
Sender:	administrator@subaru-repairinfo.com																	
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[- Others -]																		
Product number	Explanation	Price																
S1001GE	Registration Manual for Immobilizer(SSM3)	0.00																
Total		0.00																

- The password is located in (1), and consists of 15 alphanumeric characters and symbols. Enter this password when opening content in PDF format.

6. Manage user information

6.1 User information management screen

[i] Press "Management tools" (1) in the sub header.



[ii] The user information management menu will be displayed.

(1)	To Section 6.2	(2)	To Section 6.3
(3)	To Section 6.4	(4)	To Section 6.5

6.2 Registration information management

[i] A screen for entering personal information will be displayed.

Personal information maintenance

The [Subaru Tech-info website](#) uses the [PayPal](#) service for subscription charge payments. We recommend using the e-mail address you are using or plan to use as your [PayPal ID](#), as the e-mail address registered as your user ID on the [Subaru Tech-info website](#).

Type of user

Individual user Corporate user

Personal information

E-mail address *

Given name *

Family name *

Language

Telephone number *

Town/block number *

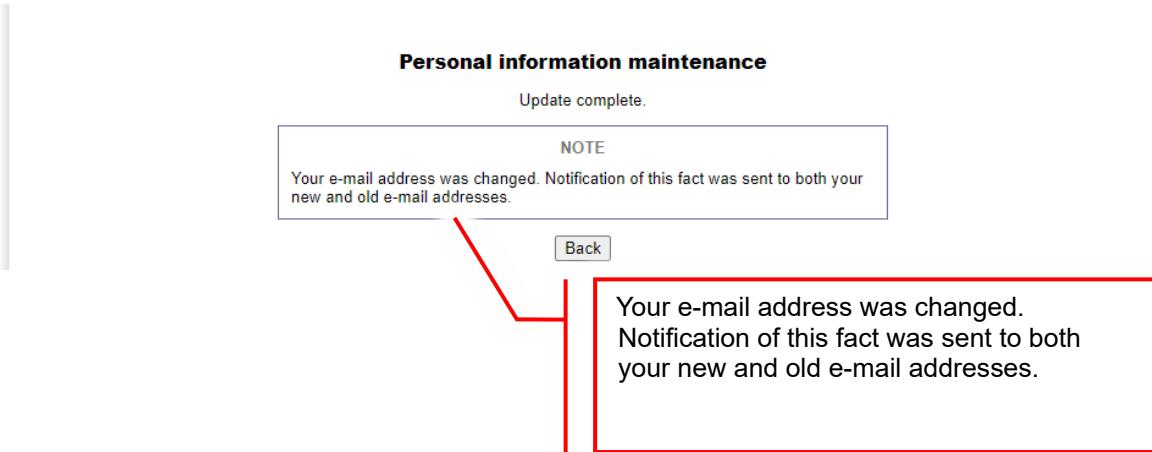
- The rest of the procedure is the same as Step [ii] through Step [iii] from Section 1.1.
- If you enter an e-mail address that has already been registered with another account, a warning will be displayed and you will be prevented from registering the address.

E-mail address *

This e-mail address has already been registered. If you have forgotten your password, please initialize it (your subscription information will not be affected).

This e-mail address has already been registered. If you have forgotten your password, please initialize it (your subscription information will not be affected).

- If you change your e-mail address, a message similar to the following will be displayed on the registration complete screen.
An e-mail notifying you that your e-mail address was changed will also be sent to your old and new addresses.



† The text of the e-mail address change notification e-mail is shown below:

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: Your e-mail address information was updated.
Message:	<p>*****,</p> <p>Your e-mail address information was updated on 20xx-xx-xx 00:00:00 (UTC).</p> <p>New e-mail address: *****@***** Previous e-mail address: xxxxxxxx@xxxxxxxx</p> <p>Please use the new e-mail address as your user ID next time you log in.</p> <p>This e-mail was sent to both your new and previous e-mail addresses. Future notifications from this site will be sent to your new e-mail address only.</p> <p>Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com</p>

6.3 Reset password

[i] The initialize password screen will be displayed.
Press (1).

Initialize password

(1)

- Your password cannot be initialized until at least 2 days have passed since the previous time it was set.

[ii] A password reset e-mail will be sent to the registered e-mail address.

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: Please reset your password
Message:	*****, Your password was successfully initialized. Please access the URL below and reset your password: https://www.subaru-repairinfo.com/scr/ini/useractivation.aspx?activationtoken=**** Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com

[iii] The rest of the procedure is the same as Step [v] through Step [vi] from Section 1.1.

- If your password has expired, you have forgotten your password, or you want to set a new password without logging in for any other reason, follow the procedure in Section 1.3.

6.4 Extend subscription

[i] The subscription purchase screen will be displayed.
You may purchase an extension for your subscription on this screen.

Extend subscription period

Purchase a new subscription?

Please select the type of subscription.

1 Year €1,000 w/ V.A.T. €200

1 Month €100 w/ V.A.T. €20

1 Day €10 w/ V.A.T. €2.0

1 Hour €3 w/ V.A.T. €0.60

GB [Reconfigure V.A.T. number](#)

[Pay Now](#)

Please pay the total including V.A.T.

Do you have a valid subscription that has not been used?

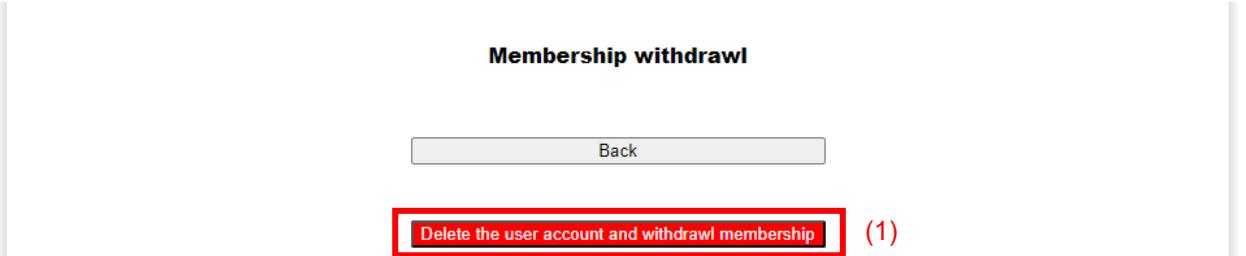
Please enter the tracking number that was included with your e-mail.

[Send](#)

- The procedure is the same as Step [i] through Step [iv] and Step [viii] from Section 1.2.
- The e-mail you receive after making the purchase will be the same as described in Step [vii] from Section 1.2.

6.5 Withdraw membership

[ii] A screen allowing you to terminate use of this site and delete your account will be displayed. Pressing (1) will delete your account.



- A deletion notification e-mail will be sent to the e-mail address registered to the account when your account is deleted.

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: Notice of Membership Withdrawal Procedure Completed
Message:	*****, Your membership withdrawal has been completed and your user account has been successfully deleted. Thank you for using the site. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com

- If you ever wish to use this site again, follow the procedures in Section 1.1 and Section 1.2.
† Your account will have been deleted, so you can register using the same e-mail address.

7. Troubleshooting

7.1 Reset password

- Follow the procedure below if your password has expired, you have forgotten your password, or you are unable to log in for any other reason.
- If your password has expired, message (1) will be displayed and you will be unable to log in:

The screenshot shows the 'Member login' page. It has fields for 'User ID' and 'Password'. Below the password field, a red box labeled '(1)' contains the message: 'Your password has expired. Please reset your password and then set a new password.' A red arrow points from this message to a larger red box on the right containing the same message. To the right of the login form, there is a sidebar with the Subaru logo and text: 'The Subaru Tech-info website provides online repair and maintenance information to companies and independent repair shops that perform specialized repairs on Subaru vehicles. This website supports the models from Euro5 onwards (see below):'. A table lists supported models and years:

Legacy / Outback	2010 - 2025MY
WRX / WRX STI/ Levorg	2015 - 2025MY
Impreza / Subaru XV / Crosstrek	2011 - 2025MY
Impreza STI	2011 - 2015MY
Forester	2010 - 2025MY

Below the sidebar, a red box contains the message: 'Your password has expired. Please reset your password and then set a new password.' A note at the bottom of the sidebar says: 'Prior to using the site, be sure to read "About this site".'

† Passwords are valid for 90 days.

[i] The procedure for resetting your password is the same as the procedure you used to set your initial password during user registration. Refer to Section 1.3.

7.2 FAQ

[i] Press "FAQ" (1) in the sub header of the login screen.



Welcome to the Subaru Tech-info website

[ii] A list of frequently asked questions will be displayed.

FAQs

Getting started...

- Does the PC you are using meet the SUBARU Tech-info Website requirements? Please check the "Terms and Conditions".
- JavaScript will need to be "enabled" in your browser. Is it "enabled"?
- If you are using Internet Explorer, please set your Internet security level to "medium-high" or lower. If your company does not allow you to lower your security level, please add the SUBARU Tech-info Website as a "trusted site".

Unable to perform user registration.

- Check each item listed under "Getting started".
- Does the LAN you are connected to restrict access to websites on the Internet? If it seems likely that this is the case, please contact your LAN administrator.

Unable to purchase a subscription.

7.3 Contact the administrator

[i] After logging in, press "FAQ" (1) in the sub header.



Search Contents Security-related info.
Home | **FAQ** | Management tools | Logout
(1)

- You must log in to use the contact function.

[ii] The upper half of the contact page contains FAQs. Please check first whether your question has already been answered here.

FAQs

Getting started...

- Does the PC you are using meet the SUBARU Tech-info Website requirements? Please check the "Terms and Conditions".
- JavaScript will need to be "enabled" in your browser. Is it "enabled"?
- If you are using Internet Explorer, please set your Internet security level to "medium-high" or lower. If your company does not allow you to lower your security level, please add the SUBARU Tech-info Website as a "trusted site".

[iii] A question form is located below the FAQs. Enter the required information, and then press (4).

Did you resolve your issue? If not...

Question form

NOTE

Support is currently offered only in English. The system will not accept information entered in other languages. Even if the system does accept it, the administrator will not be able to respond.

Type of question:

Title:

Text:

(1)

(2)

(3)

(4)

- Specify the type of question in (1). There are 6 types of questions:
 1. User registration
 2. Subscription/billing
 3. Problem when viewing content
 4. Problem when searching content
 5. Problem with other function
 6. Description of contents
- Enter a title summarizing your question in (2).
- Enter your question in English in (3). Only English is supported.

[iv] Pressing (2) will send your question. Pressing (1) will return to Step [iii].

Question form

Type of question: 1. User registration
 Title: test
 Text: All work and no play makes Jack a dull boy

(1) Back Register (2)

[v] The following e-mail will be sent to the user who sent the question, once the question is received.

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: Question accepted
Message:	<p>*****,</p> <p>Your question was accepted. You can use the URL below to confirm:</p> <p style="color: blue;">http://www.subaru-repairinfo.com /scr/cat/top/faq_rvs.aspx?questionid=*****</p> <p>The SUBARU Tech-info Website Administrator is looking into your issue and working on a solution. We will contact you again once a solution is found.</p> <p>Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com</p>

- Accessing the URL will display the following screen, allowing you to confirm what was entered:

Question form

Registration date 2023-11-15 08:22:06
 Q. test (Type of question: UserRegistration)
 All work and no play makes Jack a dull boy

† You may not enter any additional questions at this time.

[vi] The following e-mail will be sent once the administrator replies:

Sender:	administrator@subaru-repairinfo.com
Subject:	SUBARU Tech-info Website: An answer to your question was registered
Message:	<p>*****,</p> <p>An answer to your question was registered. Please use the URL below to check the answer:</p> <p>http://www.subaru-repairinfo.com/scr/cat/top/faq_rvs.aspx?questionid=*****</p> <p>You can also reply to this answer with another question.</p> <p>Thank you. SUBARU Tech-info Website Administrator http://www.subaru-repairinfo.com</p>

- Accessing the URL will display the following screen, allowing you to view the reply:

Question form

Registration date 2023-11-15 08:22:06
Q. test (Type of question: UserRegistration)
 All work and no play makes Jack a dull boy

Registration date 2023-11-15 08:36:49
A. test (Type of question: UserRegistration)
 Why don't we do it in the road?

Ask another question?

NOTE
 Support is currently offered only in **English**. The system will not accept information entered in other languages. Even if the system does accept it, the administrator will not be able to respond.

Type of question:
 Title:
 Text:

† The question form will be displayed once a reply is received. If the answer from the administrator does not resolve your question, you can use this form to ask an additional question.

- You cannot access to the page displaying individual contact history from a header or any other functionality. This can only be displayed from the URL contained in the e-mail.



SUBARU