

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014XV Crosstrek Hybrid (HEV) Models

NUMBER: 11-142-14

SUBJECT: Reprogramming Files for DTC U0110

DATE: 07/01/14

INTRODUCTION

This bulletin announces the availability of Drive Motor Control Module (DMCM) reprogramming to address DTC U0110 on 2014MY XV Crosstrek Hybrid models. U0110 may set when communication from the DMCM to other control modules included in the CAN system is lost. This loss of communication may occur in sub-freezing temperatures if the ignition is switched back to the “ON” position immediately after being switched “OFF”.

COUNTERMEASURE IN PRODUCTION

This new logic was incorporated into production April 22, 2014 starting with VIN E*294807.

PACK FILE APPLICABILITY

MODEL / MODEL YEAR	PAK FILE NAME	NEW DMCM PART NUMBER	OLD DMCM PART NUMBERS	NEW CID NUMBER
2014 XV Crosstrek Hybrid	29071AA003_US.pak	29071AA003	29071AA000, 001, 002	01D1088200

SERVICE PROCEDURE / INFORMATION

IMPORTANT: When checking for stored DTCs, an “All Systems Check” will not show “past” DTCs in memory. Always perform an “Each System Check” to identify both “present” and “past” DTCs **PRIOR** to performing any reprogramming or clear memory function.

Step 1 - NOTE: U0110 is not limited to just the DMCM. For this reason, perform an “Each System Check” using the SSMIII to determine if U0110 or other DTCs such as: P0AC4, P0700, P0A7B, C1424, C1431, C1451 and / or C1452 are stored in any control module. These DTCs may be a result from U0110. If U0110 is stored with this list of other DTCs, always perform the reprogramming procedure first.

Step 2 - Once the reprogramming procedure is completed, clear the memory in each system.

Step 3 - Road test the vehicle to see if any DTCs reset before releasing the vehicle. If any DTCs reset, confirm the latest software version has been installed by verifying the current CID matches the number supplied in the table above.

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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do the job correctly and safely. If a condition is described, DO NOT assume that this Service Bulletin applies to your vehicle, or that your vehicle will have that condition.

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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

Step 4 - Once the latest CID has been verified, proceed with diagnosing any stored DTCs using the procedure in the applicable Service Manual.

NOTES:

SOA now highly recommends connecting the Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the GR8 is connected to the vehicle, as long as the battery is fully charged, it takes less than 3 minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

VERY IMPORTANT: This information is applicable to the Midtronics GR8 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of “generic” battery charger whatsoever. **ONLY** the GR8 and its Power Supply Mode feature has been tested and approved by Subaru of America, Inc. (SOA).

- If the GR8 indicates the vehicle’s battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle while using the Power Supply Mode.
- Control module failures as a result of battery discharge during reprogramming are not a matter for warranty. Should any DTCs reset after the reprogramming update is performed, diagnose per the procedure outlined in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited and / or Emissions Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
HEV DMCM Reprogramming	A804-018	FCK-48	0.4