

ATTENTION:

GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014MY XV Crosstrek Hybrid (HEV)

NUMBER: 07-82-14R

SUBJECT: Reprogramming File Availability for
 DTCs P0CDD and P0A3F

DATE: 02/05/14

REVISED: 06/09/14

INTRODUCTION

This bulletin announces the availability of reprogramming files to address DTCs P0CDD and P0A3F, both related to the hybrid system's drive motor control module (DMCM). These DTCs may set when the voltage of the auxiliary battery drops below specified limits.

COUNTERMEASURE IN PRODUCTION

The new DMCM with revised logic was incorporated into production January 16, 2014, starting with VIN E*264165.

PART INFORMATION

PART NAME	NEW PART NUMBER
Unit- Motor Control	29071AA002

NOTE:

- This part number information is provided for reference only in the event there is a need to replace a faulty DMCM. A DMCM should NOT be replaced unless it is failed and not usable.

PACK FILE AVAILABILITY

MODEL / MODEL YEAR	TRANSMISSION	PAK FILE NAME	NEW DMCM PART NUMBER	OLD DMCM PART NUMBER	NEW CID NUMBER
2014 XV Hybrid	CVT	29071AA002.pak	29071AA002	29071AA001	01D1088100

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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 COMPLIANT"**

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.

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 functions.

When DTCs P0CDD and P0A3F are stored in memory, almost always, DTCs P0CA1 and C1424 will also be found (past or present) when performing an Each System Check for DTCs. P0CA1 will be found in the ECM memory and C1424 in the VDC memory as both are MIL request DTCs (similar to P0700 in the TCM). Here are 2 possible scenarios and the related service procedure for how to address these DTCs:

Scenario 1- Vehicle presents with DTCs P0CA1 and C1424 in memory (present) **AND** DTCs P0CDD and P0A3F stored in memory (past). In this case, reprogram the DMCM with the latest logic to complete the repair.

Scenario 2- Vehicle presents with **ONLY** DTCs P0CA1 and C1424 current in memory. In this case, diagnose these DTCs as per the applicable Service Manual.

NOTES:

- In the event of a control module replacement, always confirm the new unit has the most recent software and CID number installed before releasing the vehicle.
- “DMCM” has been added to the Vehicle Spec. selection list.
- The CID number for the DMCM is 10 characters long instead of 8.
- **REMEMBER:** CID numbers are CASE SENSITIVE.
- 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 auxiliary battery must be charged, charge the battery using the GR8 before proceeding to reprogram the vehicle while using the Power Supply Mode. The labor time for battery charging is not a matter for warranty.
- Control module failures as a result of battery discharge during reprogramming are not a matter for warranty.

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WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
HEV Drive Motor Control Unit Reprogramming, including use of GR8 Power Supply Mode.	A804-018	FCK-48	0.4