

**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:** 2013-14MY Impreza 2.0L NA Models  
2013-14MY XV Crosstrek, Including Hybrid  
Model (HEV)

**NUMBER:** 11-149-14R

**DATE:** 11/06/14

**REVISED:** 03/25/15

**SUBJECT:** Reprogramming File Availability for Oil Level Detection

### INTRODUCTION

This bulletin announces the availability of reprogramming files and a revised oil level switch to optimize the ECM logic for engine oil level detection in the event of false or premature low engine oil level warning lamp illumination. Should a customer present a concern with a low engine oil warning lamp illumination and the diagnosis indicate the oil level is full or nearly full (oil level between the full and add marks/holes on the dipstick) and the customer has not added any engine oil, the ECM must be updated with this new logic and the oil level switch replaced. The new oil level switch part number supplied in this bulletin must be used. If the customer has added oil, determine how much was added. Based upon the information provided, estimate where the oil level was when the lamp illuminated in order to determine if additional action is required beyond what is described in this bulletin (e.g. **an oil consumption test**). The ECM must still be updated with this new logic and the oil level switch replaced.

### COUNTERMEASURE IN PRODUCTION

The new ECM logic was incorporated into production according to the table below:

| MODEL        | STARTING VIN | PRODUCTION DATE CHANGE |
|--------------|--------------|------------------------|
| Impreza 2.0L | E*026663     | September 5, 2014      |
| XV Crosstrek | E*337542     | September 5, 2014      |

### PART INFORMATION

| PART NUMBER | DESCRIPTION      |
|-------------|------------------|
| 11136AA140  | Oil Level Switch |

*Continued...*

**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.

**SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT**

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.

## PACK FILE APPLICABILITY

| MODEL YEAR/<br>MODEL                  | TRANSMISSION | PAK FILE NAME  | NEW ECM PART<br>NUMBER | OLD ECM PART<br>NUMBERS                | EMISSION<br>SPEC. | NEW CID<br>NUMBER |
|---------------------------------------|--------------|----------------|------------------------|----------------------------------------|-------------------|-------------------|
| 2012MY<br>IMPENZA<br>2.0L NA          | MT           | 22765AC366.pak | 22765AC366             | 22765AAC360,<br>61, 62, 63, 64<br>& 65 | FED               | EP5G901C          |
|                                       | CVT          | 22765AC385.pak | 22765AC385             | 22765AC380, 81,<br>82, 83, 84          |                   | EP5G602D          |
|                                       | MT           | 22765AC406.pak | 22765AC406             | 22765AC400, 01,<br>02, 03, 04, & 05    | CAL               | EP5G901A          |
|                                       | CVT          | 22765AC425.pak | 22765AC425             | 22765AC420, 21,<br>22, 23 & 24         |                   | EP5G602B          |
| 2013MY<br>IMPENZA<br>2.0L NA          | MT           | 22765AE733.pak | 22765AE733             | 22765AE730, 31<br>& 32                 | FED               | EP5I800H          |
|                                       | CVT          | 22765AE743.pak | 22765AE743             | 22765AE740, 41<br>& 42                 |                   | EP5I800I          |
|                                       | MT           | 22765AE753.pak | 22765AE753             | 22765AE750, 51<br>& 52                 | CAL               | EP5I800F          |
|                                       | CVT          | 22765AE763.pak | 22765AE763             | 22765AE760, 61<br>& 62                 |                   | EP5I800G          |
| 2013MY XV<br>CROSSTREK<br>2.0L NA     | MT           | 22765AE843.pak | 22765AE843             | 22765AE840, 41<br>& 42                 | FED               | EP5I800C          |
|                                       | CVT          | 22765AE853.pak | 22765AE853             | 22765AE850, 51<br>& 52                 |                   | EP5I800D          |
|                                       | MT           | 22765AE863.pak | 22765AE863             | 22765AE860, 61<br>& 62                 | CAL               | EP5I800A          |
|                                       | CVT          | 22765AE873.pak | 22765AE873             | 22765AE870, 71<br>& 72                 |                   | EP5I800B          |
| 2014MY<br>IMPENZA<br>2.0L NA          | MT           | 22765AG001.pak | 22765AG001             | 22765AG000                             | FED               | EP5L001H          |
|                                       | CVT          | 22765AG011.pak | 22765AG011             | 22765AG010                             |                   | EP5L001I          |
|                                       | MT           | 22765AG021.pak | 22765AG021             | 22765AG020                             | CAL               | EP5L001F          |
|                                       | CVT          | 22765AG031.pak | 22765AG031             | 22765AG030                             |                   | EP5L001G          |
| 2014MY XV<br>CROSSTREK<br>2.0L NA     | MT           | 22765AG081.pak | 22765AG081             | 22765AG080                             | FED               | EP5L001C          |
|                                       | CVT          | 22765AG091.pak | 22765AG091             | 22765AG090                             |                   | EP5L001D          |
|                                       | MT           | 22765AG101.pak | 22765AG101             | 22765AG100                             | CAL               | EP5L001A          |
|                                       | CVT          | 22765AG111.pak | 22765AG111             | 22765AG110                             |                   | EP5L001B          |
| 2014MY XV<br>CROSSTREK<br>2.0L HYBRID | CVT          | 22765AE632.pak | 22765AE632             | 22765AE631                             |                   | EM2F401E          |

## SERVICE PROCEDURE / INFORMATION

**Step 1-** Reprogram the ECM using the applicable pack file from the table above.

### NOTES:

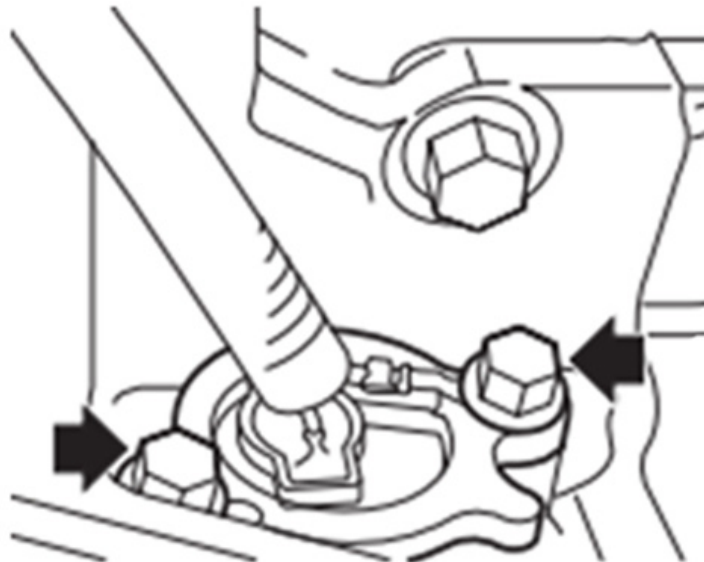
SOA now highly recommends connecting the Midtronics GR8 Diagnostic Battery Charger to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the GR8 is connected to the vehicle, as long as the battery is fully charged, it takes less than 3 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.

**Step 2** - Always confirm any low oil level lamp false illumination is not a result of a poor electrical connection or grounding concern. Inspect the circuit following the diagnosis found in the applicable Service Manual to insure no other related concern exists.

**Step 3** - Once the ECM reprogramming has been completed and the oil level switch wiring has been confirmed to be OK, proceed with replacing the oil level switch assembly shown in the illustration below following the procedure outlined in the applicable Service Manual. Torque the 2 retaining bolts to 6.4 Nm (56 inch-pounds). Torque the 2 retaining bolts to 6.4 Nm (56 inch-pounds).



**Step 4** - Confirm the engine oil level has been restored to the FULL mark on the dipstick before releasing the vehicle.

## WARRANTY / CLAIM INFORMATION

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

| LABOR DESCRIPTION                                                 | LABOR OPERATION # | FAIL CODE | LABOR TIME |
|-------------------------------------------------------------------|-------------------|-----------|------------|
| ECM Reprogramming & Diagnosis for False Warning Lamp Illumination | B455-278*         | UST-48    | 0.9        |
| Oil level Switch Replacement                                      | C455-270          |           | 1.8        |

\*Up to 6 quarts of motor oil (SOA635045) may be claimed with this labor operation when required.

**NOTE:** The pack file listings provided in this bulletin are the latest available at the time of publishing. Updates are often released thereafter without revision to the bulletin. For this reason, it is critical to always have the latest version of Select Monitor III software installed on your system. You can confirm if a later version is available by entering the CID listed in this bulletin into FlashWrite. If a newer CID is shown as available in FlashWrite, reprogram using that file.

**REMINDER:** SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time. **Always refer to STIS for the latest service information before performing any repairs.**