

- 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: 2014-16MY XV Crosstrek Hybrid (HEV) Models **NUMBER:** 07-107-16
SUBJECT: Reprogramming File Availability for DTC P0604 **DATE:** 02/29/16

INTRODUCTION

This bulletin announces availability of reprogramming files to optimize the Drive Motor Control Module (DMCM), part of the Hybrid electrical system. In rare cases, if the operator cycles the ignition off then back on again within a very short period of time, the Check Engine lamp may come on and store DTC P0604 in memory (accompanied by a detail code 0901).

PRODUCTION CHANGE INFORMATION:

The new DMCM logic was incorporated into production starting with VIN **G*030712**.

PACK FILE APPLICABILITY:

MODEL	MODEL YEAR	PAK FILE NAME	NEW ECM PART NUMBER	OLD ECM PART NUMBERS	DECRYPTION KEYWORD	NEW CID NUMBER
XV Crosstrek Hybrid	2014	29071AA005.pak	29071AA005	29071AA000, 001, 002, 003 & 004	E8928802	01D1088400
	2015-16	29071AA011.pak	29071AA011	29071AA010	453FB3E4	02D1088000

SERVICE PROCEDURE / INFORMATION

Step 1: Reprogram the DMCM using the SSM4 following the normal FlashWrite procedure.

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.

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.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited or covered by a Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

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

IMPORTANT: The **NEW** Calibration Identification number (CID) for any newly-installed programming (as confirmed from the actual control module **AFTER** installation) **MUST** be noted on the repair order as this information is required for claim submission.

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 original bulletin. For this reason, it is critical to always have the latest version of Select Monitor 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.

IMPORTANT REMINDERS:

- 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 check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.