

- 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 INFORMATION BULLETIN

APPLICABILITY: 2014-16MY Crosstrek Hybrid (HEV)

NUMBER: 07-126-17

SUBJECT: Precaution for Diagnosing DTC P0A1D

DATE: 12/21/17

INTRODUCTION:

This Service Information bulletin provides a precaution regarding the diagnosis of DTC P0A1D.

SERVICE PROCEDURE / INFORMATION:

CAUTION: If using the Generic OBDII function of SSM4 when diagnosing a DTC P0A1D, the code may be found in memory even when there is no trouble with the Hybrid Powertrain Control Module (HPCM). The cause is a very intermittent communication error between the SSM4 and the HPCM.

Follow the steps provided below to prevent a misdiagnosis **BEFORE** using the SSM4 “Generic OBDII” function.

P0A1D DIAGNOSTIC STEPS:

Step	Check	Yes	No
1 CHECK HPCM. 1) Turn the ignition switch to OFF. 2) Wait for 30 seconds. 3) Turn the ignition switch to ON. 4) Perform the Clear Memory Mode. 5) Read the DTC again.	Is DTC P0A1D detected? (current malfunction)	Replace the HPCM.	Even if DTC was detected, the circuit has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again.

If after completing the steps above, P0A1D does not reset, the HPCM is OK and does not need to be replaced.

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.

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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