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- GENERAL MANAGER
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 - CLAIMS PERSONNEL
 - SERVICE MANAGER

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QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014MY Crosstrek Hybrid (HEV) **NUMBER:** 07-132-18
SUBJECT: DTC P1C14- Revised Diagnostic Procedures **DATE:** 01/26/18

INTRODUCTION:

This bulletin provides a revised diagnostic procedure for DTC P1C14 (Generator Performance).

SERVICE PROCEDURE / INFORMATION:

The previous diagnostic procedure stated to replace the Integrated Starter Generator (ISG) if P1C14 was found stored in memory. The corrected procedure provides additional diagnostic steps to help prevent unnecessary ISG replacements. Screen shots of the revised diagnostic steps are provided below.

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

HYBRID ELECTRIC VEHICLE (DIAGNOSTICS)

AF:DTC P1C14 GENERATOR PERFORMANCE

DIAGNOSIS:

- Detects functional errors of the integrated starter generator.
- Immediately at fault recognition

TROUBLE SYMPTOM:

- EV traveling/Auto Start Stop does not operate.
(Engine does not restart under EV traveling/Auto Start Stop condition.)
- Charge warning light illuminates.

CAUTION:

Before performing diagnosis, refer to "CAUTION" in "General Description". <Ref. to HEV(diag)-8, CAUTION, General Description.>

WIRING DIAGRAM:

Hybrid system <Ref. to WI(HEV)-140, WIRING DIAGRAM, Hybrid Electric Vehicle System.>

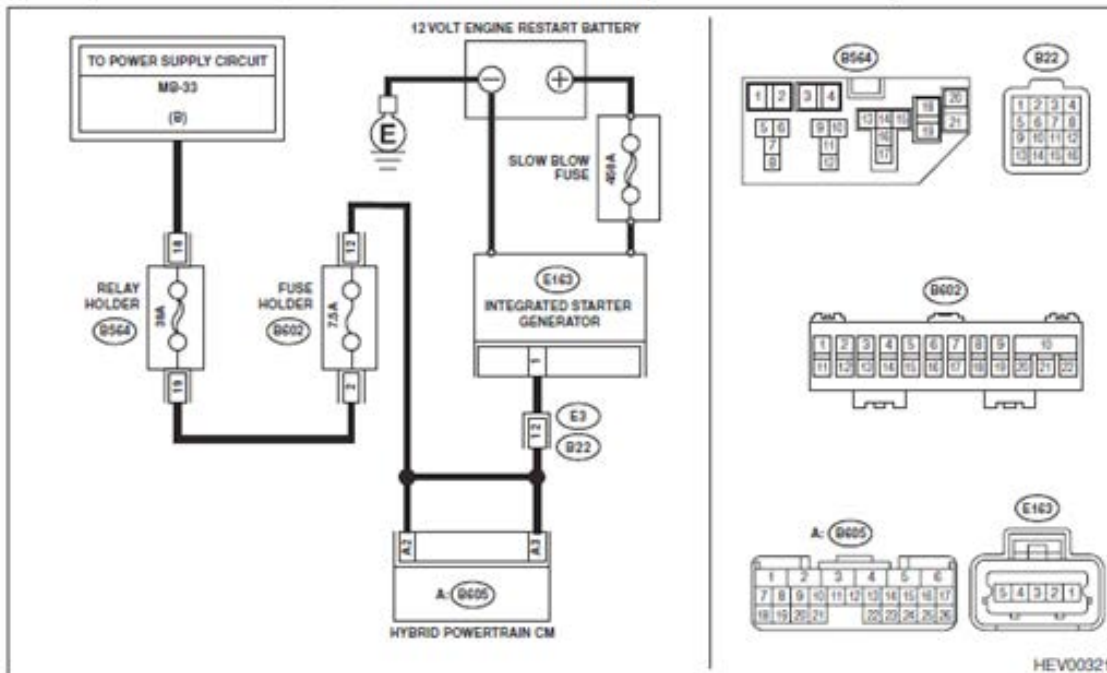
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Step	Check	Yes	No	
1	CHECK DTC. Read the DTC. <Ref. to HEV(diag)-24, HYBRID POWERTRAIN CONTROL SYSTEM, OPERATION, Read Diagnostic Trouble Code (DTC).>	Are any other DTCs (relating to ISG) detected? (current malfunction)	First diagnose other DTCs.	Go to step 2.
2	CHECK FUSE. Check the fuse. <Ref. to HEV-12, Relay and Fuse.>	Is there any fault?	Replace the fuse. If the fuse blows out easily, repair the short circuit of harness.	Go to step 3.
3	CHECK BATTERY CABLE ASSEMBLY. Check the battery cable assembly. <Ref. to SC(H4DO(HEV))-50, Battery Cable Assembly.>	Is there any fault?	Repair the battery cable assembly.	Go to step 4.
4	CHECK BATTERY. Check the 12 volt engine restart battery. <Ref. to SC(H4DO(HEV))-39, Battery.>	Is there any fault?	Charge or replace the 12 volt engine restart battery.	Go to step 5.

Step	Check	Yes	No	
5	CHECK DTC. Read the DTC. <Ref. to HEV(diag)-24, HYBRID POWERTRAIN CONTROL SYSTEM, OPERATION, Read Diagnostic Trouble Code (DTC).>	Is DTC P1C14 detected? (current malfunction)	Replace the integrated starter generator. <Ref. to SC(H4DO(HEV))-32, Integrated Starter Generator (ISG).>	Even if DTC is detected, the circuit has returned to a normal condition at this time. Reproduce the failure, and then perform the diagnosis again. NOTE: In this case, temporary poor contact of connector, temporary open or short circuit of harness may be the cause.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active 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
INTEGRATED STARTER GENERATOR TESTING AND / OR R&R	A812-021	0.7	FBE-43

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.