

- 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

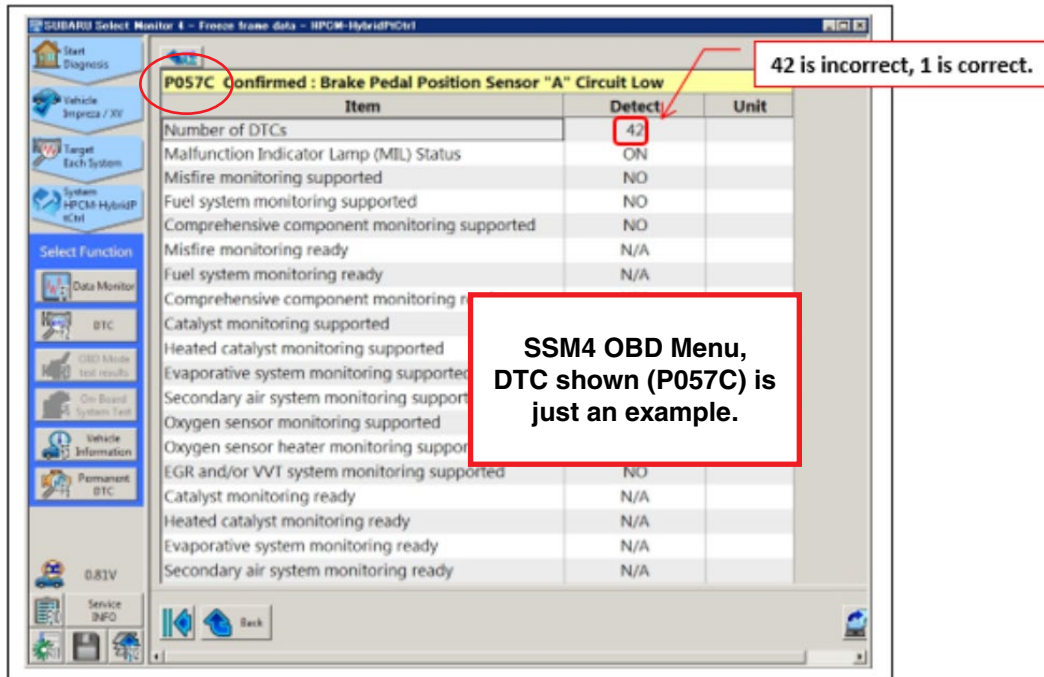
APPLICABILITY: 2014-2016MY Crosstrek Hybrid (HEV) **NUMBER:** 07-135-18
SUBJECT: DTC Display Incorrect when Retrieving Freeze-Frame Data **DATE:** 06/28/18

INTRODUCTION:

This Service Information bulletin informs of a potentially incorrect display when a DTC is stored in either the Hybrid Power Control Module (HPCM) or in the OBD menu, Mode \$02 while retrieving freeze-frame data (FFD). If a DTC is stored in either of these ECMs, a list of 42 codes may be returned in error when using either SSM4 or a Generic Scan Tool (GST). DTCs stored in other ECMs continue to be displayed normally.

SERVICE PROCEDURE / INFORMATION:

The images below show what the DTC display may look like on SSM4 and a GST.

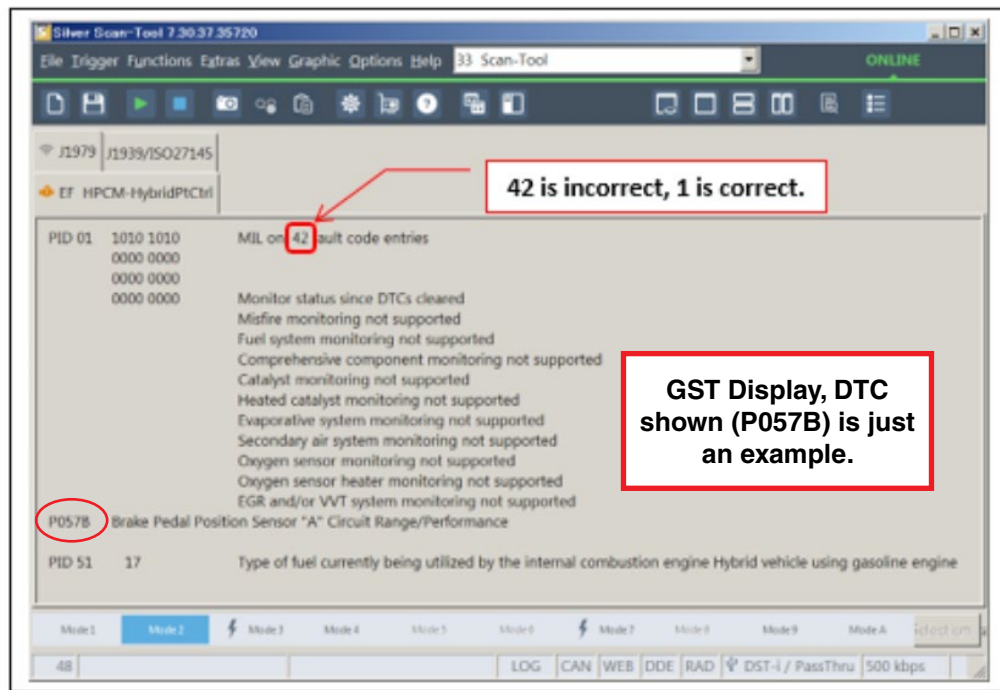


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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians 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.</p>	<p>Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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NOTES:

- The diagnostics for the DTC displayed can still be performed normally.
- Other diagnostic functions of either the SSM4 or GST will continue to operate normally.
- DTC(s) displayed can still be cleared normally after the necessary repairs are complete.



REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Always refer to the applicable Service Manual and review all requirements of the diagnostic procedure for any DTCs displayed and the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

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.

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