

**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:** 2019-20MY Ascent **NUMBER:** 11-192-19  
**SUBJECT:** Extended Cranking and DTC P1604- **DATE:** 10/25/19  
 Reprogramming File Availability

**INTRODUCTION:**

This bulletin announces availability of reprogramming files to optimize the Engine Control Module (ECM). The new files will address isolated concerns of an extended cranking (hard starting) condition. They will also address a DTC P1604 which may be stored in the ECM memory without illuminating the Check Engine light.

**PRODUCTION CHANGE INFORMATION:**

This bulletin will be revised with a starting VIN for the ECM logic change when it becomes available.

**PACK FILE APPLICABILITY:**

Model	PAK File Name	New ECM Part Number	Old ECM Part Numbers	Decryption Keyword	New CID Number
2019MY ASCENT	22765AL734.pak	22765AL734	22765AL730, 31, 32 & 33	931EB14B	LT8D601A
2020MY ASCENT	22765AN501.pak	22765AN501	22765AN500	D14D8391	LT8F102C00G

**NOTE:** These reprogramming files are included in the October, 2019 SSM Update.

**SERVICE PROCEDURE:**

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

- Reprogram the ECM following the normal FlashWrite procedure.

Subaru of America, Inc. (SOA) highly recommends connecting either the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System (or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger) to the vehicle and utilizing the Power Supply Mode feature anytime a vehicle control module is being reprogrammed.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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- For instructions on using the power supply mode, reference the applicable User Manual for the Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Midtronics GR8-1100 Diagnostic Battery Charger on STIS.
- Confirm all electrical loads such as lights, audio, HVAC, seat heaters, and rear defroster are all switched **OFF** before setting up the charger for Power Supply Mode.
- Select the correct battery type (Flooded, EFB, Gel, AGM or AGM Spiral).
- Input the CCA which matches the vehicle's battery. **NOTE:** OE and replacement batteries have different CCA ratings. Always confirm the battery's CCA rating before proceeding.
- If using a DCA-8000 Dynamic Diagnostic Charging System, set the power supply voltage to 13.5 volts.
- **DO NOT** connect the DST-i or SDI until the Power Supply mode function has completed its battery test mode and the Charging Voltage has dropped to and shows a steady 13.5 Volts on the display.
- Once Power Supply Mode reaches a steady 13.5 volts, connect the DST-i or SDI to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle's demand for power. **NOTE:** If the voltage rises beyond 14V while programming is in process, the procedure will abort. This can indicate a need to test or charge the vehicle battery before any further attempt at reprogramming is made.

**IMPORTANT:**

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and GR8 Diagnostic Battery Chargers **ONLY**. It does not apply to any other brand / type of "generic" battery charger whatsoever. **ONLY** the DCA-8000 and GR8-1100 and their Power Supply Mode features have been tested and approved by SOA.

Once the DCA-8000 or GR8-1100 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 Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

**REMINDER:** If the DCA-8000 or GR8-1100 indicates the vehicle's battery must be charged, charge the battery using the DCA-8000 or GR8 before proceeding to reprogram the vehicle.

**NOTE:** 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.

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## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, an applicable Emission 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 #	Fail Code	Labor Time
MFI OBDII ECM Reprogramming	A455-288	UPG-48	0.4

**IMPORTANT:** Always note the original Calibration Identification number (CID) the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** CID for any newly-installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** CID **MUST** also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during 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.