

**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:** 2020MY Legacy & Outback  
 2019-20MY Forester  
 2017-20MY Impreza  
 2018-20MY Crosstrek

**NUMBER:** 01-180-20  
**DATE:** 02/21/20

**SUBJECT:** Incorrect Freeze-Frame Data Description in Service Manual

**INTRODUCTION:**

This Service Information bulletin informs of an upcoming correction to the Service Manual involving Gear Position shown in Freeze-Frame Data acquired during Engine diagnosis. The Service Manual will be corrected to reflect the “**AFTER Correction**” information as shown in the table below.

**SERVICE PROCEDURE / INFORMATION:**

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

**ENGINE (DIAGNOSTICS) > Freeze Frame Data> Current Gear Position**

FFD Item	Contents	
	AFTER Correction	BEFORE Correction
Current Gear Position	Gear status. 00 = P, N range <span style="border: 2px solid red; padding: 2px;">14 = R range</span> <span style="border: 2px solid red; padding: 2px;">13 = Auto neutral status</span> 06 = 6th 05 = 5th 04 = 4th 03 = 3rd 02 = 2nd 01 = 1st	Gear status. 00 = P, N range 0E = R range 0D = Auto neutral status 06 = 6th 05 = 5th 04 = 4th 03 = 3rd 02 = 2nd 01 = 1st

**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.

<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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