

- 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-**22**MY Ascent **NUMBER:** 16-140-23
SUBJECT: Judder Concern During Low-Speed Acceleration **DATE:** 04/26/23
REVISED: 09/12/23

INTRODUCTION:

This bulletin announces availability of new reprogramming files for the Transmission Control Module (TCM) to address judder a sensation possibly accompanied by a vibration-type sound when accelerating from slow speeds. The new files contain enhanced logic for torque converter lock-up control. If this concern is duplicated, reprogram the TCM using the service procedure outlined below.

PRODUCTION CHANGE INFORMATION:

The production change information is currently TBD.

PACK FILE APPLICABILITY:

Model Year	Specification	PAK File Name	Old Part Number	Decryption Keyword	New CID Number
19	2.4L DIT CVT without CVTF cooler	30919AF98G.pak	30919AF98D 30919AF98E 30919AF98F	6CB17BE5	R83EE000
	2.4L DIT CVT with CVTF cooler	30919AF99G.pak	30919AF99D 30919AF99E 30919AF99F	1648933C	R83EF000
20-21	2.4L DIT CVT without CVTF cooler	30919AH13H.pk2	30919AH13E 30919AH13F 30919AH13G	B3DFD2E3	Q93EE100
	2.4L DIT CVT with CVTF cooler	30919AH14H.pk2	30919AH14E 30919AH14F 30919AH14G	B5D0FB3D	Q93EF100

These files are included in the December 2022 SSM update.

<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 style="text-align: center;">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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SERVICE PROCEDURE / INFORMATION:

Perform the following road test while monitoring the Transmission Control Module (TCM) data using the Subaru Select Monitor (SSM).

1. **IMPORTANT:** Verify WRK-21/22 applicability and completion status by performing a Vehicle Coverage Inquiry on SubaruNet before applying this bulletin.
2. If the inquiry shows WRK-21/22 coverage is open, perform the recall BEFORE proceeding with this TCM reprogramming procedure.
3. Once WRK-21/22 is performed, always confirm the concern can be duplicated after the recall is completed before proceeding.
4. Reprogram the TCM following the normal FlashWrite procedure

Subaru of America, Inc. (SOA) highly recommends utilizing either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle in the Power Supply Mode feature anytime a vehicle control module is being reprogrammed. Once the Midtronics charger is connected to the vehicle, if the battery is fully charged, it will take less than three (3) minutes to boot-up the charger, select the Power Supply Mode, and have the battery voltage stabilized and ready for reprogramming.

NOTES:

- AT learning procedure is NOT required.
- 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 (Enhanced Flooded, Flooded, 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 DST-010 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 DST-010 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 14 Volts 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 programming is made.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

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VERY IMPORTANT:

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

REMINDER: If the DCA-8000 or GR8-1100 indicates the vehicle’s battery must be charged, charge it fully using the DCA-8000 or GR8-1100 before proceeding to reprogram the vehicle using the Power Supply Mode.

NOTE: Control module failures resulting from 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.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited or Powertrain Warranty period or covered by a Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information::

Labor Description	Labor Operation #	Fail Code	Labor Time
TCM Reprogramming	A860-732	0.4	MJZ-48

IMPORTANT: The **NEW** Calibration Identification number (CID) for any newly-installed programming (as confirmed from the actual control module **AFTER** installation) **MUST** be noted on the repair order as this information is required for 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.

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