

**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:** 2023-24MY Legacy & Outback 2.4L

**NUMBER:** 16-145-23

**SUBJECT:** DTC P2797 / Reprogramming Files

**DATE:** 11/20/23

### INTRODUCTION:

This bulletin announces availability of new reprogramming files for the Transmission Control Module (TCM) developed to address cases of DTC P2797 (Electrical/Auxiliary Transmission Fluid Pump “A” Performance/Stuck Off”). A shock or surge can also be felt during engine restart when auto start-stop activates. This condition is caused by engine torque not being transferred correctly by the forward clutch system during engine restart resulting in a false detection of a transmission fluid pump failure. The new files contain enhanced logic optimizing forward clutch engagement. If DTC P2797 found, perform the reprogramming procedure outlined below.

### PFC FILE APPLICABILITY:

MY	Model	File Description	Specification	Old Part #	New CID #
2023	Legacy	30919AJ70B.pfc	2.4L Turbo, CVT	30919AJ70A	Z1FEC63100L
	Outback	30919AJ71B.pfc	2.4L Turbo, CVT	30919AJ71A	Z1FEF63100L
	Outback Wilderness	30919AJ72B.pfc	2.4L Turbo, CVT	30919AJ72A	Z18EF63100L
2024	Legacy	30919AK09C.pfc	2.4L Turbo, CVT	30919AK09A 30919AK09B	A917550172L
	Outback	30919AK10C.pfc	2.4L Turbo, CVT	30919AK10A 30919AK10B	A917770172L
	Outback Wilderness	30919AK11C.pfc	2.4L Turbo, CVT	30919AK11A 30919AK11B	A917772172L

**NOTE:** There is no need to perform CVT Learning after reprogramming.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

**Subaru of America, Inc. is ISO 14001 Compliant**

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.

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## SERVICE PROCEDURE / INFORMATION:

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

- Reprogram the TCM following the normal SSM5-R procedure.
- Detailed information regarding the SSM5-R reprogramming procedures can be found in TSB **14-28-21R**.

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

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 and utilizing 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 takes 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:

- 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 SSM5-R 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.

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

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**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 Limited Warranty period or covered by an active 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	A860-737	MJZ-48	0.5

**IMPORTANT:** Always note the original Calibration Identification number (CID) / ROMID the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** CID / ROMID for any newly installed programming (as confirmed from the actual control module **AFTER** installation). The **NEW** CID / ROMID **MUST** also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission. These numbers can be read using SSM5-R.

**NOTE:** The pfc 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. Technicians can confirm if a later version is available by entering the CID listed in this bulletin into SSM5-R. If a newer CID is shown as available in SSM5-R, 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.