

- 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: 2025MY Forester

NUMBER: 12-256-24R

SUBJECT: Insufficient Seat Heater Output

DATE: 10/25/24

REVISED: 01/09/25

INTRODUCTION:

This bulletin announces availability of new reprogramming files developed to enhance the seat heater temperature control. Customers may experience cases of insufficient seat heater output and/or excessive time to reach optimum temperature of the seat heater. If this symptom is reported by a customer, follow the service procedure outlined in this bulletin.

PRODUCTION CHANGE INFORMATION:

The new software has been incorporated in to vehicle production as per starting VIN SH509891.

PFC FILE INFORMATION:

MY	Model	Specification	Old Part Number	File Description	New ROMID
25	Forester	w/o rear vent	88351SL111	ACN_S_DA9J_V40_PP_240807_68.pfc	23101B0002
		w/ rear vent, w/o rain sensor	88351SL121	ACN_S_DA9J_V40_PP_240807_68.pfc	23105B0002
		w/ rear vent, w/ rain sensor	88351SL131	ACN_S_DA9J_V40_PP_240807_68.pfc	2310590002

These reprogramming files are available on SSM5-R

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

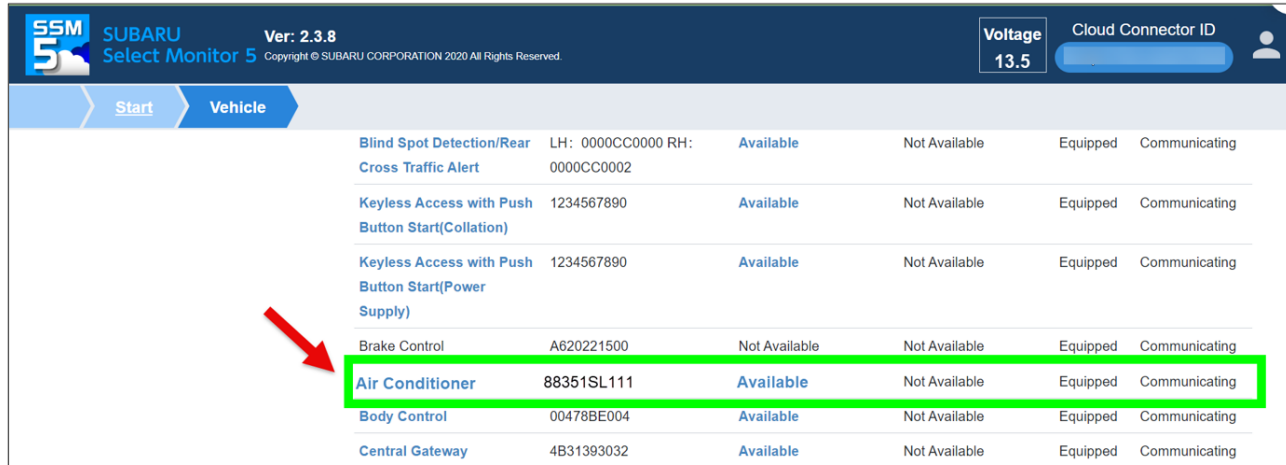
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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SERVICE PROCEDURE / INFORMATION:

STEP 1: Using SSM5-R, confirm the reprogramming availability of the Air Conditioner Control Module.

NOTE: Detailed information regarding the SSM5-R reprogramming procedures can be found in TSB 14-28-21R.

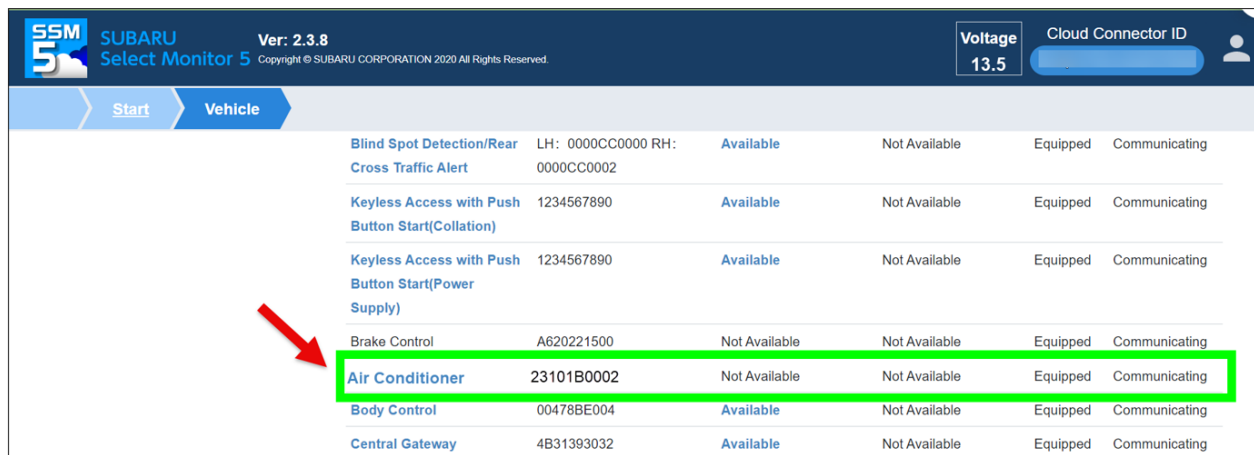


SSM5 SUBARU Select Monitor 5 Ver: 2.3.8 Copyright © SUBARU CORPORATION 2020 All Rights Reserved. Voltage 13.5 Cloud Connector ID

Start	Vehicle					
		Blind Spot Detection/Rear Cross Traffic Alert	LH: 0000CC0000 RH: 0000CC0002	Available	Not Available	Equipped Communicating
		Keyless Access with Push Button Start(Collation)	1234567890	Available	Not Available	Equipped Communicating
		Keyless Access with Push Button Start(Power Supply)	1234567890	Available	Not Available	Equipped Communicating
		Brake Control	A620221500	Not Available	Not Available	Equipped Communicating
		Air Conditioner	88351SL111	Available	Not Available	Equipped Communicating
		Body Control	00478BE004	Available	Not Available	Equipped Communicating
		Central Gateway	4B31393032	Available	Not Available	Equipped Communicating

STEP 2: Review the battery charging information provided in the **APPENDIX A** section of this bulletin. Reprogram the Air Conditioning Control Module following the normal SSM5-R procedure.

IMPORTANT: ALWAYS confirm the NEW ROMID after reprogramming is completed.



SSM5 SUBARU Select Monitor 5 Ver: 2.3.8 Copyright © SUBARU CORPORATION 2020 All Rights Reserved. Voltage 13.5 Cloud Connector ID

Start	Vehicle					
		Blind Spot Detection/Rear Cross Traffic Alert	LH: 0000CC0000 RH: 0000CC0002	Available	Not Available	Equipped Communicating
		Keyless Access with Push Button Start(Collation)	1234567890	Available	Not Available	Equipped Communicating
		Keyless Access with Push Button Start(Power Supply)	1234567890	Available	Not Available	Equipped Communicating
		Brake Control	A620221500	Not Available	Not Available	Equipped Communicating
		Air Conditioner	23101B0002	Not Available	Not Available	Equipped Communicating
		Body Control	00478BE004	Available	Not Available	Equipped Communicating
		Central Gateway	4B31393032	Available	Not Available	Equipped Communicating

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WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
Heat/ Thermal Control Management ECU Reprogramming	A870-386	0.4	UYN-48

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. You 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.

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APPENDIX A

BATTERY TESTING INFORMATION:

Subaru of America, Inc. (SOA) highly recommends utilizing 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. 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.
- 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.

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.