

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: 2014MY XV Crosstrek Hybrid Models (HEV)

NUMBER: 07-98-15

SUBJECT: Relay Freezing Causing DTCs P1C30 and U0110

DATE: 01/22/16

INTRODUCTION

This bulletin announces a change to the power supply relay used for the Drive Motor Control Module (DMCM) and the cooling fan / drive motor inverter. In specific cold climate (below freezing) conditions, if there is a small amount of condensation inside the relay, it can in rare cases freeze and cause the relay to remain open which in some cases, sets DTCs P1C30 and / or U0110.

PRODUCTION CHANGE INFORMATION:

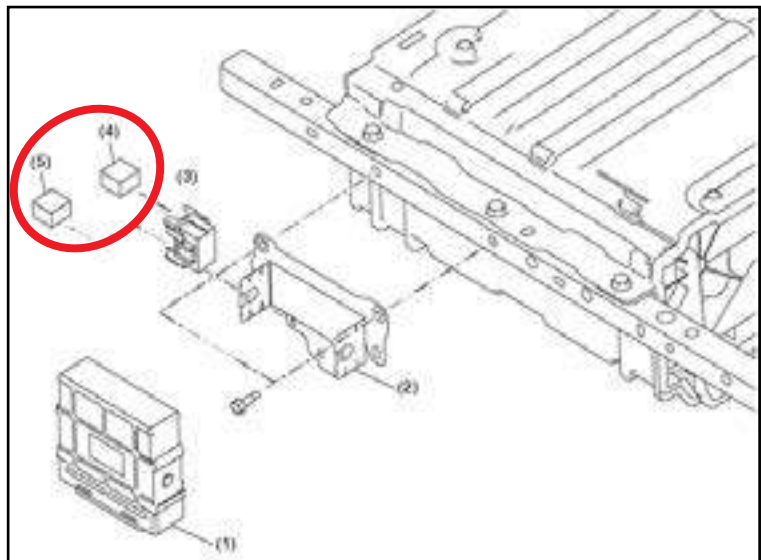
The new relays have been used in production since September, 2014.

PART INFORMATION

The part number for the new relay is **25230AA190**.

NOTE: The new p.n. 25230AA190 replaces the original p.n. 85201AG041 **for these 2 relay applications only**. The original p.n. 85201AG041 relay is used elsewhere in the vehicle and remains the correct part to use for those other applications as specified in the Parts Catalog.

1. Drive Motor Control Module (DMCM)
2. DMCM Mounting Bracket
3. Relay Holder
4. DMCM Power Relay
5. Cooling Fan / Drive Motor Inverter Power Supply Relay



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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.

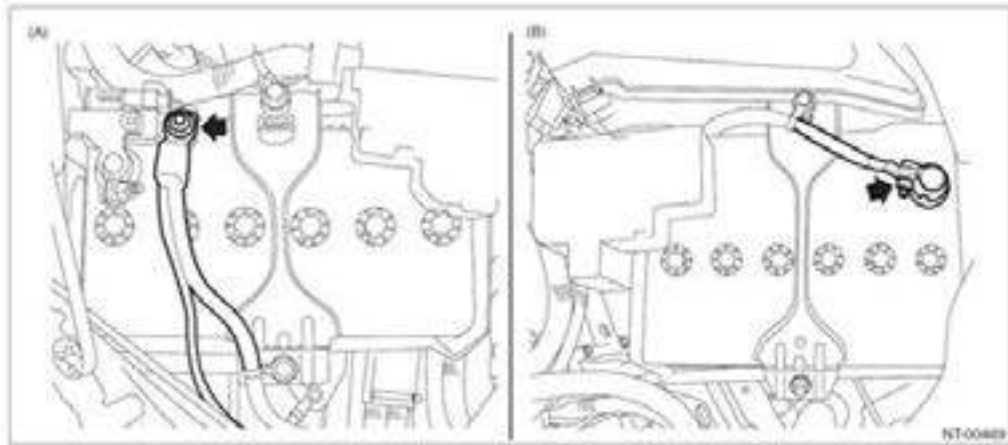
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and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

SERVICE PROCEDURE / INFORMATION

- If DTC P1C30 and / or U0110 are found stored in memory and the outside temperatures are (or were recently) below freezing, replace both of the power supply relays (4 and 5) as shown in the illustration above.
- Record the customer's radio station presets (and navigation favorites where applicable).
- When either of the power supply relays is replaced, both the auxiliary and the engine start batteries must be disconnected, **auxiliary battery first**. Remove the 12mm nut from the restart battery sensor stud and remove the cable along with the ground terminal from the Auxilliary battery.

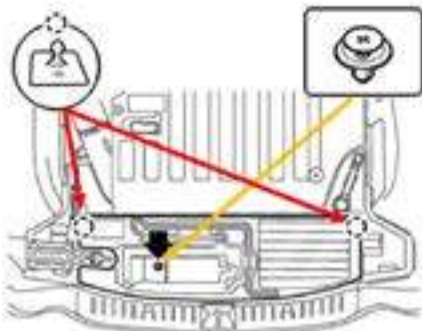
IMPORTANT: DO NOT remove the sensor assembly from the restart battery terminal.



12v Engine Restart Battery (A)

12v Auxiliary Battery (B)

- The relays are located on the left (driver) side of the DMCM mounting bracket (2). Remove the sub-trunk (tray) assembly by removing the orange retaining clip and releasing the claws on either end as shown in the illustration below. Remove the 2- 10mm hex bolts securing the DMCM mounting bracket to gain access to the relays. After replacing the relays, when re-tightening the mounting bolts, torque to 4.8 ft. lbs.



- If DTC U0110 is found, in addition to replacing the relays, the DMCM must also be reprogrammed (if not already done) as per TSB **11-142-14** dated 7/1/2014.
- If DTC P1C30 is found, it is likely DTCs P0C78: Battery Energy Control Module (BECM), P0CA1 and P0A7B: (ECM) and C1424: (VDC) will also be stored in their respective control modules.
- Always be sure to clear any stored DTCs in the BECM, ECM and VDC as part of this repair to prevent possible confusion during future repairs.

Continued...

- After reassembly, reconnect the engine restart battery first then the auxiliary battery. Torque the 12mm nut securing the negative cable to the restart battery sensor to 2.6 ft. lbs (31 inch-pounds).
- Reset the customer's radio station presets (and navigation favorites where applicable).

IMPORTANT: Always clear the memory of each system before releasing the vehicle.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period or covered by a 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
HEV DMCM & COOLING FAN RELAYS R&R	B804-004	FCN-43	0.5
HEV DMCM REPROGRAMMING FOR DTC U0110 ONLY	C804-028		0.3

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.