

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2014MY Crosstrek Hybrid (HEV)

NUMBER: 07-132-18

SUBJECT: DTC P1C14- Revised Diagnostic Procedures

DATE: 01/26/18

INTRODUCTION:

This bulletin provides a revised diagnostic procedure for DTC P1C14 (Generator Performance).

SERVICE PROCEDURE / INFORMATION:

The previous diagnostic procedure stated to replace the Integrated Starter Generator (ISG) if P1C14 was found stored in memory. The corrected procedure provides additional diagnostic steps to help prevent unnecessary ISG replacements. Screen shots of the revised diagnostic steps are provided below.

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

HYBRID ELECTRIC VEHICLE (DIAGNOSTICS)

AF:DTC P1C14 GENERATOR PERFORMANCE

DIAGNOSIS:

- Detects functional errors of the integrated starter generator.
- Immediately at fault recognition

TROUBLE SYMPTOM:

- EV traveling/Auto Start Stop does not operate.
 (Engine does not restart under EV traveling/Auto Start Stop condition.)
- Charge warning light illuminates.

CAUTION:

Before performing diagnosis, refer to "CAUTION" in "General Description". <Ref. to HEV(diag)-8, CAUTION, General Description.>

WIRING DIAGRAM:

Hybrid system <Ref. to WI(HEV)-140, WIRING DIAGRAM, Hybrid Electric Vehicle System.>

Continued...

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.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
INTEGRATED STARTER GENERATOR TESTING AND / OR R&R	A812-021	0.7	FBE-43

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.