

- 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:** 2019MY Crosstrek Hybrid (PHEV)  
**SUBJECT:** Combination Meter Display Information

**NUMBER:** 07-160-19R

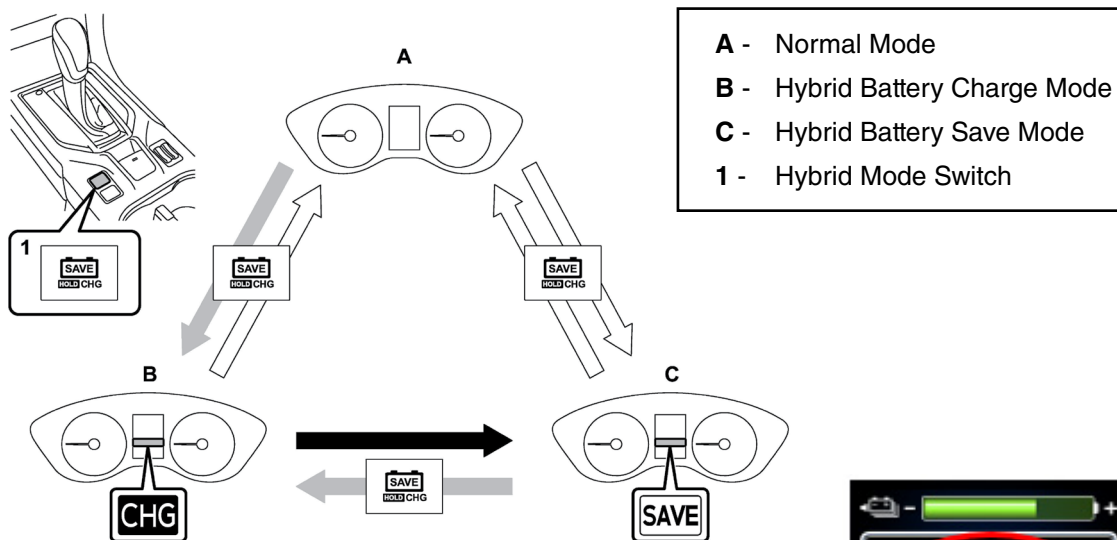
**DATE:** 8/26/19

**REVISED:** 10/02/19

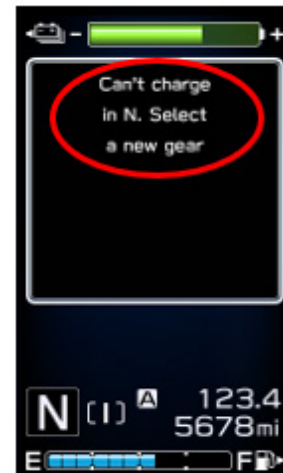
### INTRODUCTION:

This bulletin announces availability of a new combination meter with revised software.

- On affected vehicles, when switching from Hybrid Battery Charge (CHG) mode (B) to Normal mode (A), SAVE is incorrectly displayed briefly in the combination meter center display.



- In addition, this new combination meter now provides a message in the center display advising the driver battery charging is suspended when the transmission is in neutral (N) and directs to select another gear. For example: if the driver were to stop at an intersection, place the selector in Neutral and increase the engine rpm in hopes that doing so will help to recharge the battery faster than during normal driving, it will not.



**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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## PRODUCTION CHANGE INFORMATION:

The new combination meter was incorporated into production starting with VIN **KH334687**.

## PART INFORMATION:

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

The part number for the new combination meter is **85002FL701**.

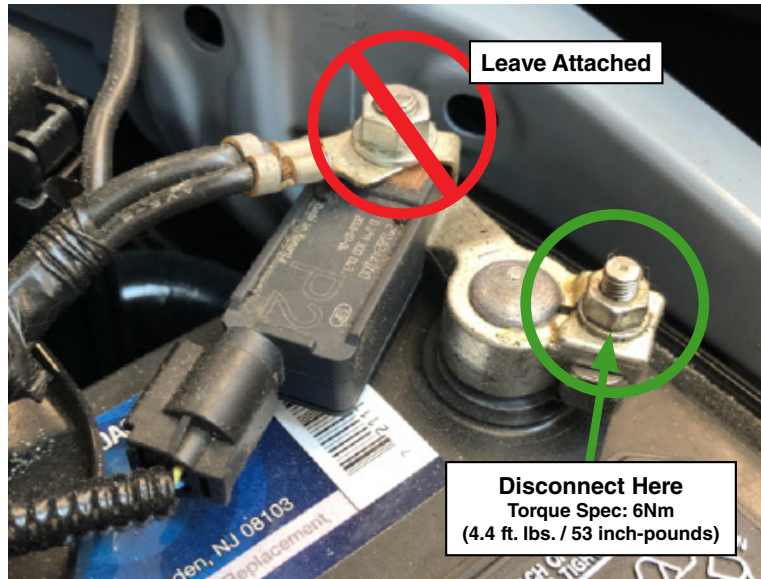
## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for combination meter replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing effective repairs first time and every time.

## VERY IMPORTANT NOTES:

- The VARIANT WORK procedure (A or B) MUST be performed BEFORE proceeding with removal of the combination meter as outlined in the Service Manual.
- Follow the instruction below when disconnecting the battery ground on a PHEV vehicle:  
(Insert image snip from e-mail.)



**VERY CRITICAL:** Never **over-tighten** the 10mm hex nut at the battery terminal connection beyond the torque specification of 6 Nm (4.4 ft. lbs. / 53 inch-pounds).

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**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:

<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Labor Time</b>	<b>Fail Code</b>
COMBINATION METER ASSEMBLY R&R	B849-011	0.3	TAI-43
COMBINATION METER TESTING & DIAGNOSIS	C849-001	0.5	

**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.