

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: 2013-15MY Legacy & Outback
2015MY Impreza
2015MY Crosstrek

NUMBER: 07-170-20

DATE: 02/21/20

SUBJECT: Reprogramming File Availability for EyeSight DTC
B280B: VDC Abnormal

INTRODUCTION:

This bulletin announces reprogramming file availability to optimize the EyeSight camera assembly. These new files will address concerns the Adaptive Cruise Control system going into a fail-safe mode and setting a DTC B280B: VDC Abnormal. When this condition occurs, normal operation is restored when cycling the ignition switch off / on.

PACK FILE APPLICABILITY:

Model	PAK File Name	Old ECM Part Numbers	Decryption Keyword	New ID 1	New ID 2
2015MY Impreza & Crosstrek	87501FJ034.pak	87501FJ032 & 033	9174C84A	000064E6	1F401013
2015MY Legacy & Outback	87501AL005.pak	87501AL000, 01, 02, 03 & 04	3DAFE1AC	000064E4	1F401012
2013-14MY Legacy & Outback	87501AJ042.pak	87501AJ030, 31, 32, 33, 40 & 41	E026A0A2	53120400	490D0600

SERVICE PROCEDURE:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. Reprogram the EyeSight Stereo Camera (select “CAMERA” from the CPU drop-down menu) following the normal FlashWrite 2 procedure.

Subaru of America, Inc. (SOA) highly recommends connecting 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 while being supplied with a steady **13.5 volts**.

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.

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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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 (Flooded, EFB, 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 SDI 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 SDI to the OBD connector and proceed with initiating the normal FlashWrite reprogramming process.
- Amperage will fluctuate based upon the vehicle’s demand for power. **NOTE:** If the voltage rises beyond 14V 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.

VERY IMPORTANT:

This information is applicable to the Subaru Midtronics DCA-8000 Dynamic Diagnostic Charging System and the Subaru Midtronics GR8-1100 Diagnostic Battery Charger **ONLY**. It does not apply to any other brand / type of “generic” battery charger whatsoever. **ONLY** the DCA-8000 and the GR8-1100 and their Power Supply Mode feature have been tested and approved by SOA.

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.

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, an applicable Emission 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 #	Fail Code	Labor Time
Eyesight Camera Reprogramming	A067-728	ZQW-48	0.4

IMPORTANT: Always note the original new and post-update ID 1 and ID 2 numbers on the repair order. Both the **NEW** ID 1 and ID 2 numbers **MUST** also be noted on the repair order as this information is required for entry in the Miscellaneous Detail field during claim submission.

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NOTE: The pak 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 the SDS system being used.

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.