

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2021 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019MY Forester

NUMBER: 07-192-21

SUBJECT: DTCs B112C and / or B112E in Driver Monitoring System (DMS)

DATE: 03/15/21

INTRODUCTION:

This bulletin announces availability of DMS reprogramming files to address DTCs B112C and / or B112E when they appear in memory. In some cases, when multiple functions are processed by the DMS control module at same time, a task error may occur and cause the system's indicator lamp to illuminate yellow (as opposed to green during normal system operation). A work flow to follow for proper diagnosis is also supplied in the Service Procedure section below.



IMPORTANT NOTE: This bulletin supersedes **TSB 07-151-19R** which outlined the steps to replace the DMS control unit instead of reprogramming it.

PRODUCTION CHANGE INFORMATION:

- This bulletin will be updated with the starting VIN information for this logic change when it becomes available.

PACK FILE APPLICABILITY:

PAK File Name	Old DMS C/M Part Numbers	Decryption Keyword	OLD ROM ID Numbers	NEW ROM ID Number
98401SJ010to013-1.pk2	98401SJ010	038BA84E	50 01 00 00 09	50 01 00 00 0E
98401SJ010to013-2.pk2		A65F57D4		
98401SJ011to013-1.pk2	98401SJ011	CFBB4ECE	50 01 00 00 0C	
98401SJ011to013-2.pk2		A65F57D4		
98401SJ012to013-1.pk2	98401SJ012	EA1EDD4A	50 01 00 00 0D	
98401SJ012to013-2.pk2		A65F57D4		

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.

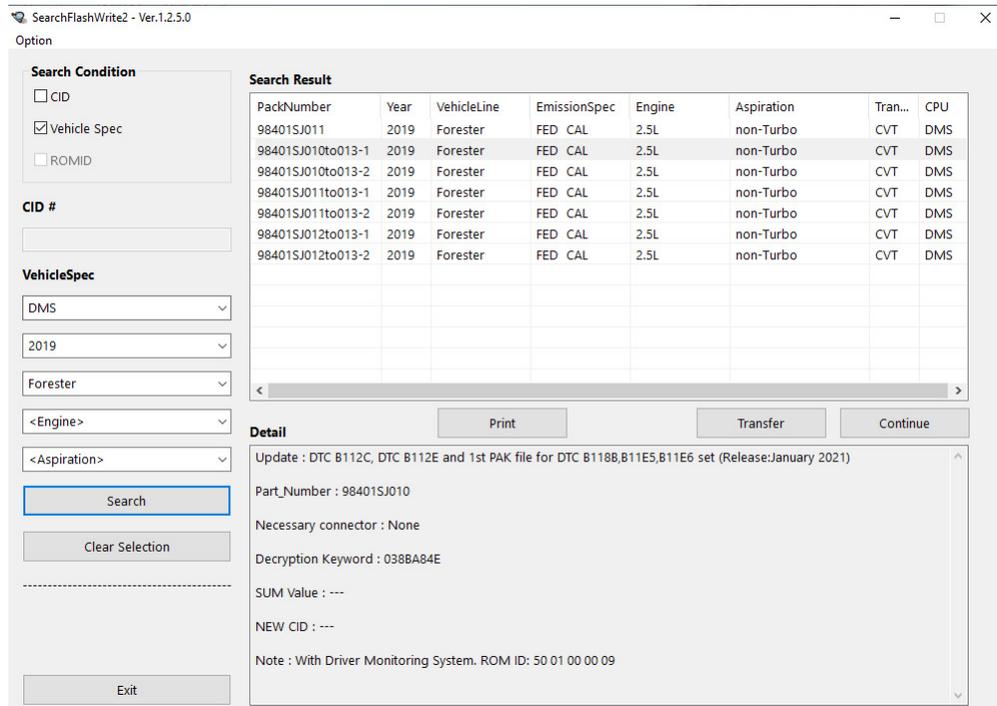
Subaru of America, Inc. is ISO 14001 Compliant

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.

Continued...

IMPORTANT NOTES:

- These update files were included in the January, 2021 Select Monitor update .
- Each of the PAK Files in the table above consists of TWO (2) separate update files in FlashWrite. **BOTH** files listed in FlashWrite must be installed to complete the applicable update.
- A screenshot of the current FlashWrite screen is supplied below for reference.



SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Step 1) Using the SSM4, check for any **CURRENT** DTCs.

Step 2) Diagnose any **CURRENT** DTCs (including B112C or B112E) using the procedure in the applicable Service Manual.

Step 3) Turn the ignition OFF then back ON again.

Step 4) Check for any **STORED** DTCs in memory.

CHECK: Is either DTC B112C or B112E stored in memory?

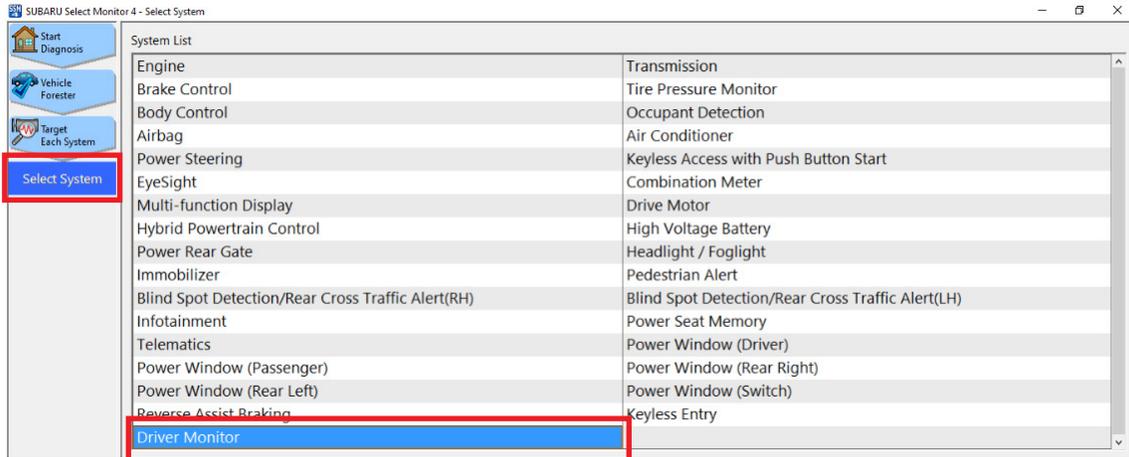
YES: Proceed to **Step 5** below.

NO: If any DTC(s) other than B112C or B112E are stored, no further DMS repairs are necessary.

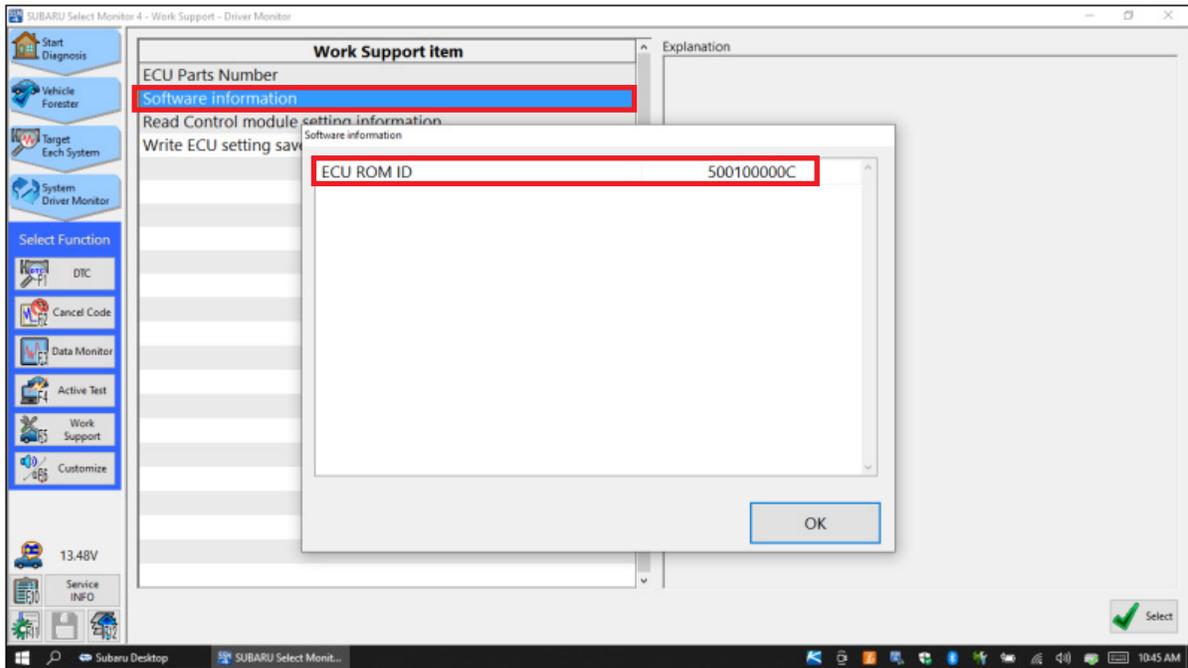
Continued...

Step 5) Check the ROM ID numbers of the DMS C/M using the screen shots below as a guide:

Go to: **Diagnosis > Each System > select Driver Monitor from the System List.**



To check the ROM ID, select Software information to display the ROM ID.



CHECK: Is the ROM ID **50 0* 00 00 09**, **50 0* 00 00 0C** or **50 0* 00 00 0D**?

YES: Proceed with reprogramming the DMS using the normal FlashWrite procedure. Use the Pack File table above to select the proper reprogramming files from the FlashWrite result after entering the Vehicle Spec. parameters.

NO: Diagnose the DMS following the procedure in the applicable Service Manual.

Continued...

Step 6: Reprogram the DMS (if determined necessary).

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. 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 (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.

NOTES:

- 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.

Continued...

IMPORTANT: Before installation of the first reprogramming file can be accomplished, the DMS / CAN system must be “put to sleep” using the following procedure:

- a) Switch the ignition OFF.
- b) Close all windows, doors and rear gate.
- c) Wait approximately 2 minutes.
- d) When the red LED in the small DMS window located above the CP-1 multi-function touch screen display goes out, the DMS is “asleep”.

IMPORTANT: For push-button start vehicles, the keyless access remote must be **at least** 7 feet away for the system to go to sleep.

IMPORTANT: This DMS update requires installation of 2 reprogramming files as shown in the FlashWrite screenshot above. Each file will take about 15 minutes to install. **BOTH update files MUST be installed.** If this update has been performed previously, a “Latest version already installed” message will be displayed. Due to the system structure, the FlashWrite reprogramming procedure must be performed twice (once for each file) to complete the update successfully.

Step 7) After the **FIRST** file installation is successfully completed, switch the Ignition back ON and repeat the FlashWrite procedure to install the **SECOND** file. The DMS / CAN system does NOT have to be put to sleep again.

Step 8) After successful installation of **BOTH** update files, switch the ignition back ON and using the SSM4, check again for any stored DTCs.

CHECK: Does either DTC B112C or B112E remain stored in memory?

YES: Diagnose the stored DTC(s) per the applicable Service Manual.

NO: Proceed to **Step 9** below.

Step 9) Repeat **Step 5** above to confirm the new ROM ID number is **50 01 00 00 0E** and complete the procedure.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
DRIVER MONITORING SYSTEM CONTROL MODULE REPROGRAMMING	A067-458	0.4	ZTC-48

Continued...

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.