ATTENTION:
GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

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

SUBARU

QUALITY DRIVEN® SERVICE

SERVICE INFORMATION BULLETIN

APPLICABILITY: 2019-23MY Crosstrek Hybrid

SUBJECT: Remote Climate Control Operation

NUMBER: 15-293-22R
DATE: 03/04/22
REVISED: 04/26/23

INTRODUCTION:

This Service Information Bulletin outlines the operating characteristics of the Remote Climate Control operation on hybrid vehicles. The RCC system is operated with a keyless access key (Press and hold the A/C button for three seconds), the telematics system, or the high voltage scheduled charging function (the vehicle is only cooled using this function). The Remote Climate Control system takes the place of a remote engine start system and uses plug-in or hybrid battery power to operate the heat pump system.

SERVICE INFORMATION:

Remote Climate Control (RCC) characteristics NOT shared with Remote Engine Start (RES):

1. RCC will never start the gasoline engine. It is completely dependent on adequate state of charge of the Hybrid Battery.

2. RCC telematics operation allows for complete control of the cabin temperature. This includes the blower speed, operation mode, and defroster operation.

3. RCC can be controlled using the Keyless Access FOB but sets the temperature to a fixed 72 degrees and places the system in AUTO mode.

4. RCC can operate with a charging schedule set but only in cooling mode. The system is defaulted to a fixed 72 degrees Fahrenheit in AUTO mode when in high ambient temperatures.

5. RCC operation will affect the Hybrid Battery's charge. The mileage display will be updated as the state of charge changes during any RCC operation.

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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6. RCC requires significantly more modules working in coordination for operation. These modules include:

    - Keyless Access Control Module
    - Keyless Entry Control Module
    - A/C Control Module
    - Heat Pump Control Module
    - Telematics Control Module (DCM)
    - Central Gateway Control Module
    - Hybrid Powertrain Control Module
    - Inverter and Converter Assembly

Remote Climate Control (RCC) REQUIRED Operation Criteria:

The following conditions **MUST** be present to operate the Remote Climate Control system:

- The shift lever must be in the "PARK" position and also confirmed by the BIU & TCM data.
- The ignition is switched OFF.
- All doors are in the "CLOSED" position.
- Hood is in the "CLOSED" position.
- No faults current or stored within the associated control modules.

Remote Climate Control (RCC) PROHIBITED Operating Conditions:

If any of the following conditions are present, the Remote Climate Control system will be prohibited from operating:

- The hybrid battery state of charge is low (More specified nominal values are currently pending).
- The hybrid system detects extremely low temperatures (More specified nominal values are currently pending).

Remote Climate Control (RCC) CANCELATION of Operation Conditions:

If any of the following conditions occur, the Remote Climate Control system will be shut OFF:

- The hybrid system detects extremely low temperatures (More specified nominal values are currently pending).
- The high voltage battery state of charge is low.
- Approximately 10 minutes have passed since the system was activated.

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Service Tips

1. **ALWAYS** conduct a thorough customer interview to understand what they believe the problem to be and their understanding of the operation of the Hybrid Crosstrek.
2. Before starting any RCC diagnosis, ensure that the Hybrid Battery is at **FULL** state of charge.
3. Confirm that RCC is inoperative from the MySubaru APP, Customer Web Portal and Keyless Access FOB.
   - Failure from MySubaru APP only should prompt using a different test phone or the Customer Web Portal to rule out customer equipment problems.
   - Failure from the Keyless Access FOB only should further investigate the Keyless Access Control and Keyless Entry Module diagnosis.
4. Perform an DTC check and ensure no HVAC, Inverter, Communication, or Hybrid Battery DTCs are present. If DTCs are found they should be diagnosed first before continuing RCC diagnosis.
5. Similar to RES, the following **MUST** be confirmed:
   - The doors locks operate normally
   - The door are indicated in the "CLOSED" position
   - The hood is indication in the "CLOSED" position.
   - The transmission indicates the gear selection is in the "PARK" position and also confirmed by the BIU & TCM data.

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.

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