

- 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: 2022-23MY Forester with Driver Monitoring System

NUMBER: 07-222-23R

DATE: 06/09/23

SUBJECT: Climate Control Settings / Undesired Changes

REVISED: 08/01/23

INTRODUCTION:

This bulletin announces the availability of new reprogramming files developed to address rare cases of changes made to the climate control settings without any activation from the driver or passenger. This is caused by the Driver Monitoring System (DMS) mis-detecting the driver’s elbow and/or clothing as a climate control request. The new files contain optimized DMS logic designed to enhanced gesture detection. If a customer reports erroneous changes made to the climate control on a vehicle fitted with DMS, install the reprogramming files using the procedures outlined below.

PRODUCTION CHANGE INFORMATION:

The new reprogramming files have been incorporated into production of Forester as of VIN PH431573.

PAK FILE APPLICABILITY:

Model	File Description	Old Part #	Decryption Keyword	NEW ROM ID
22MY Forester	98401SJ110.pk2	98401SJ110	8F3B5BD6	50 11 00 00 31
22-23MY Forester	98401SJ112.pk2	98401SJ111	FC993FCE	50 11 00 00 2A

These files have been incorporated into the April 2023 SSM software update.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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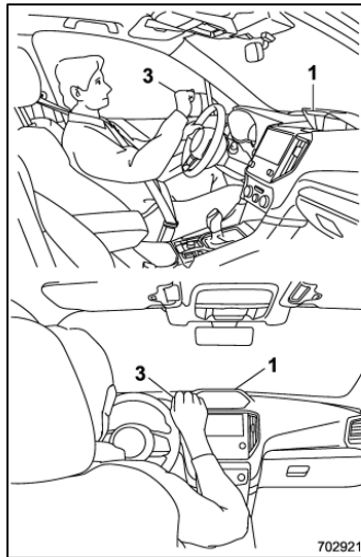
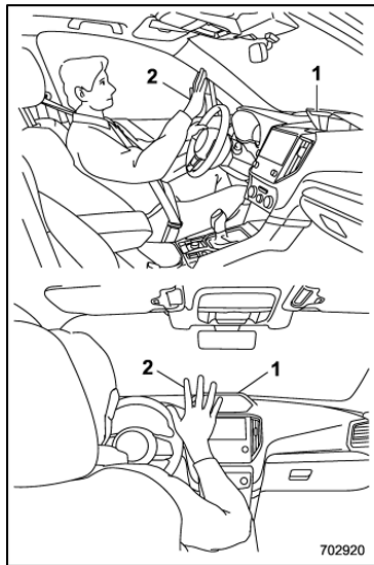
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REFERENCE: GESTURE CONTROL FUNCTION OF THE DRIVER MONITORING SYSTEM:

Gesture control is a function that allows you to raise or lower the set temperature on the driver's side by 4 steps of the temperature dial when a specific gesture operation is performed in the area immediately in front of the navigation system and/or audio system.

Gesture control allows you to operate the climate control system without taking your eyes off the road and reduces the time you take your hand off the steering wheel.

Gesture control can be used under the following conditions:



1: Camera

2: When the gesture is an open palm, the set temperature rises.

3: When the gesture is a closed fist, the set temperature lowers.

SERVICE PROCEDURE / INFORMATION:

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

- Reprogram the DMS following the normal FlashWrite procedure.

Subaru of America, Inc. (SOA) highly recommends utilizing either the Subaru Midtronics DCA8000 Dynamic Diagnostic Charging System or the Subaru Midtronics GR8-1100 Diagnostic Battery Charger to the vehicle in 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 will take 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.

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- Select the correct battery type (Enhanced Flooded, Flooded, 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 DST-010 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 DST-010 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 14 Volts 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.
- ALWAYS set the power supply voltage to 13.5 Volts when using Power Supply Mode. NEVER turn the ignition switch on when charging at voltages 15 Volts or higher.

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.

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.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

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

IMPORTANT: Always note the original ROM ID Number the vehicle came in with on the repair order **before** reprogramming and, make sure to list the **NEW** ROM ID Number for any newly-installed programming (as confirmed from the actual control module **AFTER** installation).

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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 your system. You can confirm if a later version is available by entering the ROM ID Number listed in this bulletin into FlashWrite. If a newer ROM ID Number is shown as available in FlashWrite, reprogram using that file.

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.