

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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

© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2020-21MY Legacy and Outback
 2017-21MY Impreza
 2018-21MY Crosstrek
 2019-21MY Forester
 2019-21MY Ascent

NUMBER: 07-183-20
DATE: 10/26/20

SUBJECT: Combination Meter Replacement- Service Procedure Corrections

INTRODUCTION:

This Service Information Bulletin provides corrected and updated procedures to follow when replacing the combination meter assembly. A required step in the procedure is performing the Variant Work which utilizes the SSM4 to facilitate the transfer of the stored data in the original combination meter (ECM settings and vehicle mileage values) to the new one.

SERVICE PROCEDURE / INFORMATION:

REMINDER: 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 an effective repair the first time, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair. Additional information to make the Variant Work procedure easier to follow and complete is provided below.

- When communication between the Subaru Select Monitor and the Combination Meter **IS** possible (Reading and storing the ECM setting information **CAN** be performed):
 Perform **Operation Procedure A** below.
- When communication between the Subaru Select Monitor and the Combination Meter **IS NOT** possible (Reading and storing the ECM setting information **CANNOT** be performed):
 Perform **Operation Procedure B** below.

<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>
--	--

Continued...

VERY IMPORTANT: The following three functions can only be done ONCE. If the wrong information is written to the new combination meter, it can no longer be used and must be replaced with a new combination meter before attempting to perform the Variant Work procedure again.

- “Write Control module setting information and odometer”
- “Write the ECM setting information from the saved data”
- “Write the ECM setting information by Write ECU setting 12 columns of models”.

OPERATION PROCEDURE A:

IMPORTANT NOTES:

- Transferring the odometer value from the old combination meter to the new part can be done only once.
- If Variant Work fails, odometer value can no longer be transferred.
- When odometer value reading is performed, the original odometer displays “-----” and continued use of the combination meter assembly becomes impossible.
- When the odometer writing operation is completed correctly, the odometer value is automatically cleared from the Subaru Select Monitor.
- **NOTE:** The odometer writing operation will fail if the displayed mileage is higher than 0 on the new combination meter before attempting the operation.

STEP 1: Read (SSM4 Menu says “Write”) and store the ECM setting information in the SSM4:

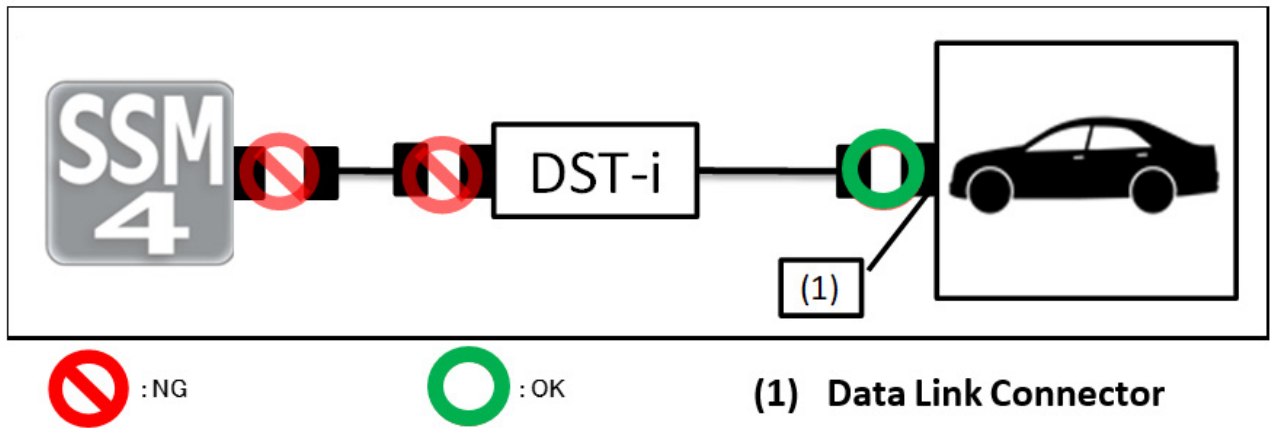
- (1) Connect the Subaru Select Monitor and turn the ignition ON.
- (2) Select [Write Control module setting information and odometer] from Work Support menu of SSM4.
- (3) According to the display screen, save and close the file.
- (4) When [Do you read the Odometer Value? Odometer of the Meter is locked] appears, then click “Yes”.
- (5) Confirm the message [Read the Odometer Value] then, turn the ignition OFF.

STEP 2: Replace the combination meter assembly following the procedure in the applicable Service Manual.

CRITICAL WARNINGS:

- Never shut down the SSM4 while the combination meter is being replaced, otherwise the saved odometer value will be deleted. **NOTE: It is strongly recommended the SDS notebook be kept plugged in during the entire process to avoid potential power / data loss at any point in the process.**
- Never disconnect the USB cable between SSM4 and DST-i while the combination meter is being replaced.

Continued...



STEP 3: Write the ECM setting information and odometer value:

- (1) When the message [Did you replace the Meter?] appears, click “Yes”.
- (2) When the message [Did you write Odometer Value?] appears, click “Yes”.
- (3) When the message [Completed the writing of Odometer Value. Write the ECU Configuration Information] appears, click “OK”.
- (4) Choose the file that was saved in the above Operation A, **STEP 1-(3)**.
- (5) Make sure you selected the correct data, then click “Execution”.
- (6) When the message [Start writing OK?] appears, click “Yes”.
- (7) When [Write operation was completed.] is displayed, select the [OK] button.

STEP 4: Confirm the new combination meter assembly operates normally.

OPERATION PROCEDURE B:

IMPORTANT NOTES:

- The odometer value cannot be transferred to the new combination meter assembly by using “Write ECU setting 12 columns of models”.
- Only ECM setting information can be transferred.

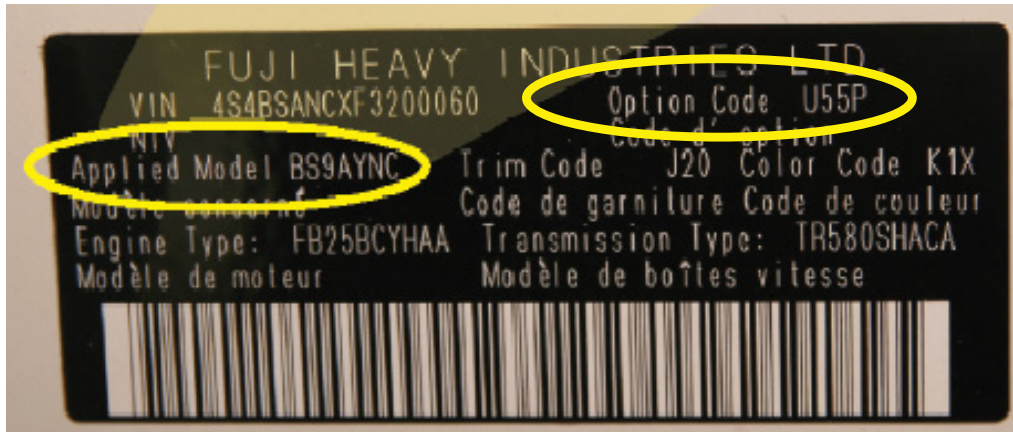
STEP 1: Replace the combination meter assembly following the procedure in the applicable Service Manual.

STEP 2: Write the vehicle data.

- (1) Connect the Subaru Select Monitor.
- (2) Select [Write Control module setting information] from the [Work Support] menu of the SSM4.

Continued...

(3) From the item list, select [Write ECU setting 12 columns of models]. Enter the **7 digit** Applied Model and click the [OK] button. The Applied Model and Option Code information is located on the label found at the base of the “B” pillar, usually on the passenger side of the vehicle as shown in the example photo below.



(4) Enter the **4-digit** Option Code and click the [OK] button.

(5) Confirm the vehicle information on [Write ECU setting 12 columns of models] screen and click the [OK] button.

(6) When [Write?] is displayed, select the [Yes] button.

(7) Confirm that [Write operation is complete.] is displayed and click the [OK] button.

STEP 3: Confirm the new combination meter assembly operates normally.

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.