

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

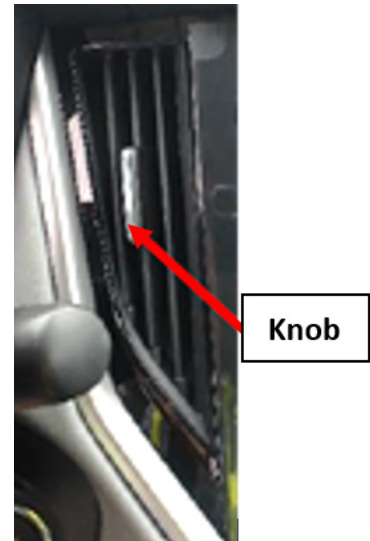
SERVICE BULLETIN

APPLICABILITY: 2020MY Legacy & Outback
SUBJECT: Center Vent Grille Assembly- Design Change

NUMBER: 10-97-20
DATE: 9/4/2020

INTRODUCTION:

This bulletin announces availability of new center vent grille assemblies which contain an enhanced control mechanism to ensure complete closing when the operator chooses to close off airflow. If the operator applies enough lateral (side to side) force on the control knob while moving it up and down to raise / lower the direction of airflow, the mechanism may become disengaged. If this occurs, airflow from the affected center vent grille can no longer be closed off fully.



PRODUCTION CHANGE INFORMATION:

These new Center Vent Grille Assemblies were incorporated into vehicle production as follows:

- Legacy: **L3023943**
- Outback: **L3227706**

PART INFORMATION:

Description	Part Number	Application
GRILLE ASSY- RH	66110AN00B	For 2.5i Models Only
GRILLE ASSY- LH	66110AN01B	
GRILLE ASSY- RH	66110AN02B	For All Other Models
GRILLE ASSY- LH	66110AN03B	

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

<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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SERVICE PROCEDURE / INFORMATION:

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

The service procedures for center vent grille 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 proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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 #	Labor Time	Fail Code
CENTER VENT GRILLE R&R	A726-202	0.5	YBD-29

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.