

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: 2018MY Forester
2018-19MY WRX

NUMBER: 10-98-20R

DATE: 10/07/20

REVISED: 04/05/21

SUBJECT: New Air Conditioning (A/C) Compressor Availability

INTRODUCTION:

This bulletin announces availability of new A/C compressor assemblies designed to address customer concerns of reduced system performance accompanied by a rattling and / or scraping type sound. These conditions can result if an internal failure occurs within the compressor. The repair involves replacement of the a/c compressor assembly.

PRODUCTION CHANGE INFORMATION:

The new A/C compressor assemblies were incorporated into production starting with the following VINs:

- Forester: **KH433586**
- WRX: **K9813725**

PART INFORMATION:

Description	Part Number	Application
COMPRESSOR ASSEMBLY	73111FJ041	Forester
	73111VA001	WRX

IMPORTANT: Whenever installing one of these new A/C compressor assemblies, the applicable drive belt **MUST** be replaced along with it as a set.

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

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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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.

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SERVICE PROCEDURE / INFORMATION:

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

This Service Procedure involves an inspection of the 10-digit Serial Number on the compressor label to determine the unit's production date BEFORE ordering / replacing the assembly.



In this example (710043880), the “7” indicates the production year as 2017 (an “8” would be 2018, etc.). The next 2 digits, “10” indicates October as the production month (a “09” would be September, etc.). **NOTE:** Any compressor with a production date of **810 or HIGHER (October 2018 or newer)** had the new valve component installed at manufacture and does NOT require replacement.

After confirming the customer's system performance and / or sound concern AND the label Serial Number is determined to be **809 or before**, proceed with replacing the A/C compressor assembly following the procedure in the applicable Service Manual.

The service procedures for A/C Compressor 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.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
A/C COMPRESSOR ASSY R&R (inc. testing)	B014-002	0.5	DSB-25
EVACUATE & RECHARGE A/C SYSTEM	C010-101	1.0	

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.