

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 INFORMATION

APPLICABILITY: 2015-16MY Legacy and Outback Models **NUMBER:** 07-89-15R
SUBJECT: Interior Fuse Box (F/B) "IG" and "ACC" Relay **DATE:** 02-10-15
 Under-Hood Fuse Box (M/B) Main Relay **REVISED:** 01-04-16
 Replacement for Engine Will Not Crank / Start Condition

INTRODUCTION

If you receive a customer concern of a no crank / no start condition during very cold temperatures, the IG1, IG2, ACC1, ACC2 and/or the EGI Main relays may be the root cause and require replacement. It is generally reported that the car starts normally after an overnight soak. After the initial start, the customer drives a short distance then shuts the car off (example: at a gas pump or coffee shop). After the time that it takes to pump their gas or get their coffee, they return to the car and it will not start. The customer may also notice the instrument cluster and/or interior lights are not illuminating along with the HVAC being inoperative. The source of this condition has been identified as condensation flash-freezing inside the relays. This bulletin provides a service procedure for replacement of all 5 relays, 4 of which are located together in the vehicle's interior fuse box (F/B) and the EGI Main relay which is located in the under-hood Main fuse box (M/B).

PRODUCTION CHANGE INFORMATION

The new IG1, IG2, ACC1, and ACC2 relays were incorporated into production starting with the following VINs:

Legacy: **F*048310** Outback: **F*296775**

The new EGI Main Relays were incorporated into production October 5, 2015 starting with the following VINs:

Legacy: **G*017247** Outback: **G*237505**

PART INFORMATION

The new relay part numbers are: **82501AL000** (qty. 4, IG1, IG2, ACC1, ACC2 RELAY ASSEMBLY)
25232AA130 (qty. 1, EGI-MAIN RELAY)

TOOLS REQUIRED



- **1/4" Drive Ratchet**
- **6" 1/4" Drive Extension**
- **Plastic Trim Tool**
- **#2 Phillips Screw Driver**
- **10mm and 12mm sockets**

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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.

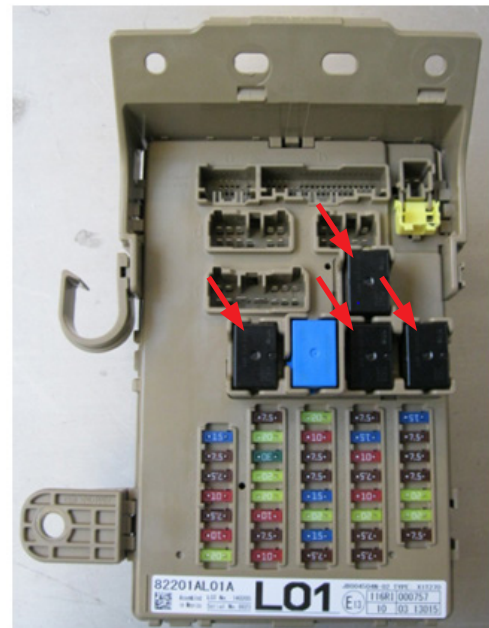
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

SERVICE PROCEDURE



- (1) IG 1 RELAY
- (2) IG 2 RELAY
- (3) STARTER RELAY
- (4) ACCESSORY RELAY 2
- (5) ACCESSORY RELAY 1



All 4 of the relays being replaced are black in color.

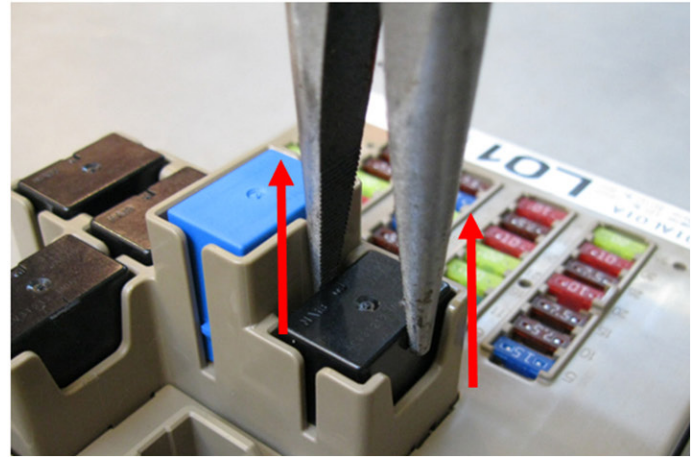
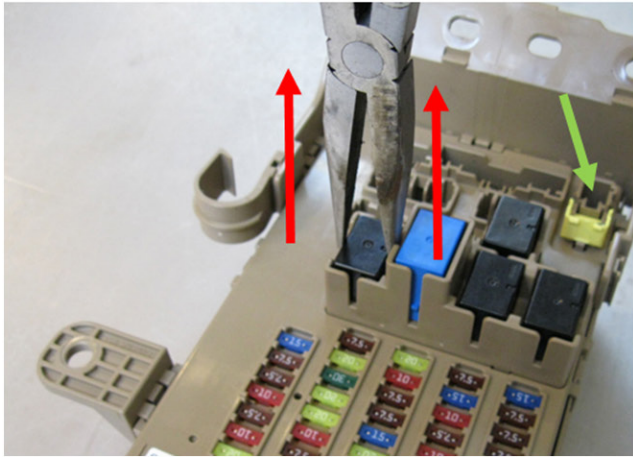
***VERY IMPORTANT:** To prevent damage to the F/B itself or the relay connections inside it, the F/B **MUST** be removed from the vehicle and allowed to stabilize to a reasonable temperature **PRIOR** to relay removal. **DO NOT** attempt to remove the relays with the F/B still installed in the vehicle.

- Remove the 12mm nut and disconnect the negative cable from the battery temperature sensor.
- Release the 3 push clips securing the under dash cover and push it up towards the pedals / bulkhead to get it out of the way.
- Using a plastic trim tool, **CAREFULLY** remove the trim cover on the end of the instrument panel. Once removed, you will have access to the 1 Philips screw at the bottom, just above the hood release lever which secures the lower dash trim panel.
- The remaining fasteners securing the lower dash trim panel are simply claws which will release easily. Once the trim panel is removed, unplug the harness connectors and put the panel aside.
- There are three - 10mm hex fasteners securing the F/B to the dash structure; a bolt at the bottom and 2 nuts at the top on studs. Remove the 3 fasteners and start **CAREFULLY** unplugging harness connectors as you drop the F/B down, gaining more access as each harness connector is released. There are 16 harness connectors plugged into the F/B. Use a plastic trim tool to release the hinged yellow cover for the connector in the upper right corner (green arrow in photo below).

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***IMPORTANT REMINDER:** To prevent damage to the F/B itself or relay connections inside it, the F/B **MUST** be removed from the vehicle and allowed to stabilize to reasonable temperature **PRIOR** to relay removal. **DO NOT** attempt to remove the relays with the F/B still installed in the vehicle.

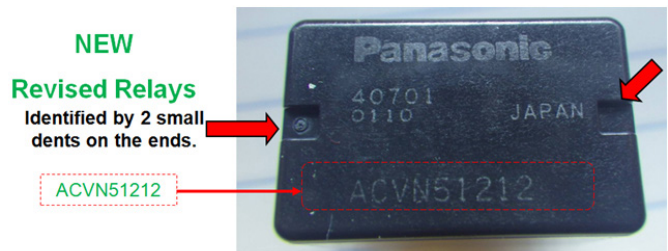
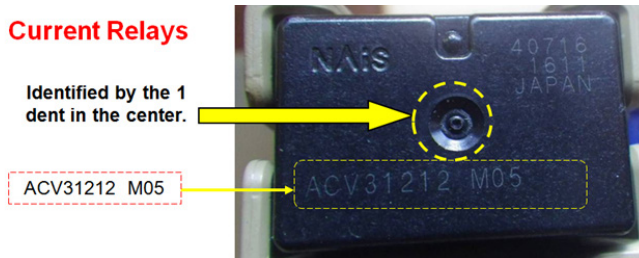
- Using a large pair of needle-nosed pliers, remove the 4 black relays by **PULLING STRAIGHT UP** on them in a motion perpendicular to the F/B as shown in the photos below. **DO NOT WIGGLE THEM** as damage to the relay connectors or the F/B itself may result.



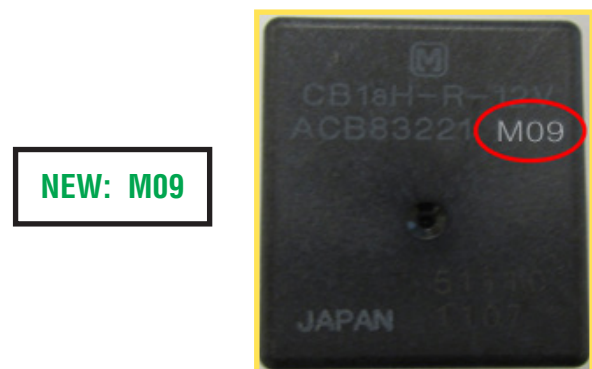
- Once **ALL 4** of the black relays have been replaced, reinstall the F/B and re-assemble in the opposite order of removal.

NOTE: Always make sure all of the harness connectors are fully locked back in place (audible “click”) as each one is plugged back into the F/B.

IMPORTANT: Relay identification:

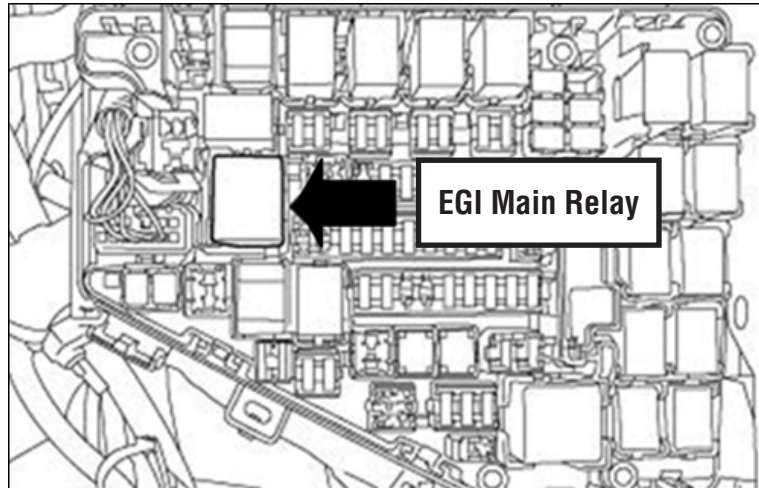


The photos above show the IG1, IG2, ACC1 and ACC2 relays. The EGI Main Relay photos are shown below.



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- Remove the under-hood M/B cover and **CAREFULLY** replace the EGI Main Relay indicated in the illustration below.



Under-hood Main Fuse Box (M/B)

NOTE: Make sure all of the harness connectors are fully locked back in place (audible “click”) as each one is plugged back into the F/B.

- Reconnect the battery cable and torque the 12mm nut to 5.5 ft. lbs.
- Start the car and verify all the combination meter warning lights cycle on / off normally.
- For the power window Auto Up / Down feature to operate, the system will need to be re-initialized on BOTH front doors.
- Confirm the HVAC and all electrical systems operate as designed to complete the repair.

WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Interior Fuse Box (F/B) R&R and Relay Replacement Procedure	A860-062	UQW-48	0.6

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.