

**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 PROGRAM BULLETIN**

**APPLICABILITY:** 2019MY Ascent **NUMBER:** WRK-20  
**SUBJECT:** Air Conditioning Refrigerant Pipe Replacement **DATE:** 01/18/21

Subaru of America, Inc. (Subaru) is initiating a service program to replace the air conditioning pipe in certain 2019 model year Ascent vehicles.

**REASON FOR THIS SERVICE PROGRAM:**

The sealing surface of the air conditioning pipe in the affected vehicles may be too rough, which may allow refrigerant to leak out. If this condition exists, the air conditioning system may not provide sufficient cooling.

**AFFECTED VEHICLES:**

The number of U.S. vehicles included in this service program is 11,257.

Not all vehicles listed below are included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Model Year	Carline	Production Range
2019	Ascent	January 4, 2019 – March 8, 2019

**DESCRIPTION OF THE REPAIR:**

Subaru retailers will replace the air conditioning pipe in affected vehicles at no charge to the customers.

**RETAILER RESPONSIBILITY:**

Any vehicles listed in any recall or campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Bulletin.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service program is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

**OWNER NOTIFICATION:**

Owner notification letters will be mailed on February 8, 2021. Retailers will be notified when owner notification begins.

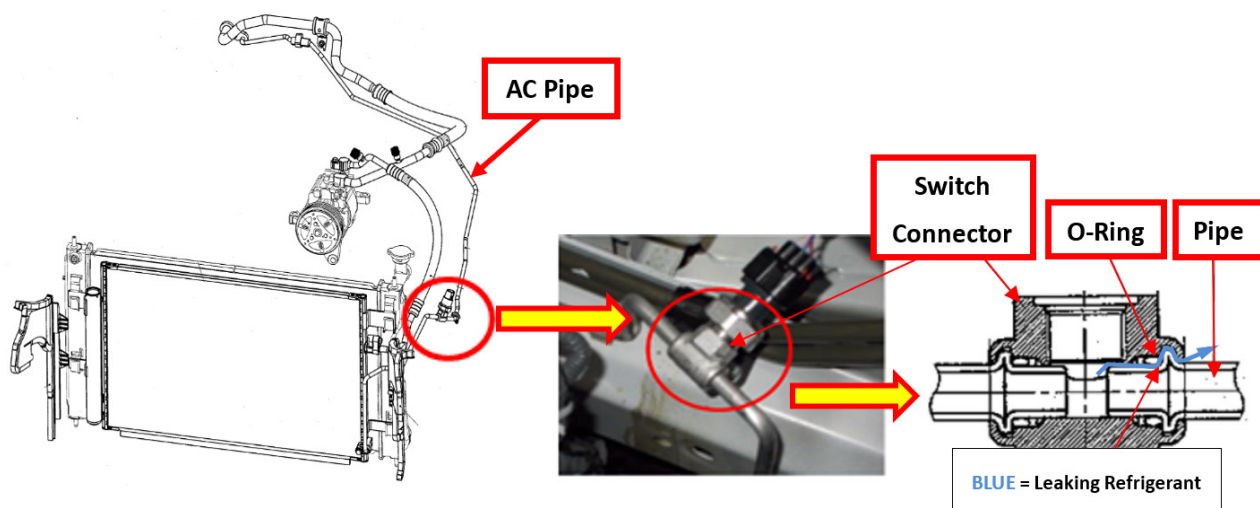
**PART INFORMATION:**

Description	Part Number	Qty. Req'd.	Application
PIPE- EVAPORATIVE COOLING	73431XC00A	1	Ascent
O-Ring Inst Kit	SOA635162	1	

**NOTE:** These part numbers can **ONLY** be ordered through **PRIME**. The o-ring kits may include o-rings not required to complete the repair as in some cases, the replacement pipe may have new o-rings already installed.

**SERVICE PROCEDURE / INFORMATION:**

The sealing capability of the pressure switch connector on the metal high-pressure refrigerant pipe may have been compromised during manufacture resulting in a refrigerant leak and unsatisfactory cooling performance of the A/C system. The switch connector is a component of the high-pressure pipe assembly as shown in the illustrations below. This service program involves replacement of the pipe assembly.



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

The service procedures for replacing the A/C pressure pipe 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 (e.g. the a/c pipe o-rings) needed for a complete and lasting repair.

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## IMPORTANT PRECAUTIONS AND HELPFUL TIPS:

- On **AUTO A/C** equipped models, **NEVER** run the engine whenever the A/C system is discharged. Doing so **WILL** damage the variable-displacement compressor assembly requiring replacement.
- Always follow the proper procedures when disconnecting and reconnecting the battery sensor.
- **BE CAREFUL** when releasing the retaining clips securing the A/C Cooling Pipe to the vehicle. Any damaged clips **MUST** be replaced.
- **CAREFULLY** release wiring harness connectors as necessary to gain access. Always handle loose wiring harnesses with care and confirm their connectors are fully locked in place at reassembly.
- Depending on the vehicle, one or both special quick-connector release tools will be required:

- **73499XA00A**

- **73499XA01A**



When using the quick connector release tools, always follow the Service Manual instructions **CAREFULLY** to avoid damaging them.

- Always use plastic plugs or electrical tape to cover A/C component connections open to the atmosphere while performing related repair operations to prevent the system from attracting moisture or debris. Minimize the time the system is open to the atmosphere as much as possible.
- Always lubricate new o-rings with the specified compressor oil prior to reassembly.
- During reassembly, always replace any compressor oil lost when removing the old pipe.
- Use extra caution to avoid bending the new pipe during installation.
- Once the new pipe is in place, inspect closely to confirm no other components are contacting it and it is properly secured with all the retaining clips. Any damaged clips **MUST** be replaced.
- **NEVER** exceed the specified torque values when tightening the pipe and hose connection bolts.
- Where applicable, always confirm the cooling system is refilled properly, purged of all trapped air and that the cooling fans cycle normally.

**NOTE:** Pressure readings along with ambient and vent outlet temperatures should be noted on the Repair Order as part of the post-repair performance test required to confirm a sound repair.

## CLAIM REIMBURSEMENT AND ENTRY PROCEDURES:

Credit to perform this recall will be based on properly completed repair order information. Retailers may submit claims through [Subarunet.com](http://Subarunet.com).

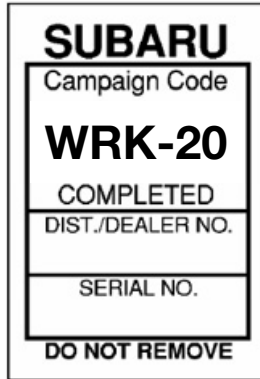
Labor Description	Labor Operation #	Labor Time	Fail Code
WRK-20 A/C COOLING PIPE REPLACEMENT- ASCENT**	A101-521	2.1	WRK-20

\*\* Includes Evacuate and recharging the A/C system

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**SERVICE PROGRAM IDENTIFICATION LABEL:**

Part Number	Applicability	Description	Order Quantity
MSA6P1302	All Models	Campaign Completion Labels (contains one sheet of 20 labels)	1



**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.

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**This notice applies to the VIN identified in the address section printed below**



**Subaru Service Program WRK-20  
February 2021**

**Dear Subaru Owner:**

We would like to thank you for your selection of a Subaru vehicle. We take pride in our products and are committed to your continued satisfaction.

Subaru of America, Inc. (Subaru) is initiating a service program to replace the air conditioning pipe in certain 2019 model year Ascent vehicles. Our records indicate that you currently own one of these vehicles.

**REASON FOR THIS SERVICE PROGRAM**

The sealing surface of the air conditioning pipe in your vehicle may be too rough, which may allow refrigerant to leak out. If this condition exists, the air conditioning system may not provide sufficient cooling.

**WHAT SUBARU WILL DO**

Subaru will replace the air conditioning pipe in your vehicle at no cost to you.

**WHAT YOU SHOULD DO**

Please contact your Subaru retailer (dealer) for an appointment to have this repair performed, free of charge.

**HOW LONG WILL THE REPAIR TAKE?**

The actual time to perform this repair is less than 2½ hours. However, it may be necessary to leave your vehicle for a longer period of time on the day of your scheduled appointment to allow your Subaru retailer flexibility in scheduling

**CHANGED YOUR ADDRESS OR SOLD YOUR SUBARU?**

If you have moved or sold your vehicle, please update this information online at [www.subaru.com](http://www.subaru.com), select 'Customer Support,' then select 'Address Update' or 'Ownership Update' from the Quick Links menu.

**IF YOU HAVE PREVIOUSLY PAID FOR A REPAIR**

If you have already paid for repairs associated with this coverage, you may be eligible for reimbursement. Reimbursement consideration will be based on the amount an authorized Subaru retailer in your area would charge for the same repair.

Please send the original service repair order, which has the name of the repair facility, date of repair, mileage at the time of repair, complete 17-digit vehicle identification number (VIN), and your name, with correct mailing address and telephone number to the address listed below.

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**Subaru of America, Inc.**  
**Customer Advocacy Department, Attention: WRK-20 Service Program**  
**P.O. Box 9103, Camden, NJ 08101-9877**

Please send original receipts only and retain a photocopy for your records. Please be assured that we will attempt to process your reimbursement request as quickly as possible, but it may take up to 60 days for this process to be completed.

**IF YOU NEED FURTHER ASSISTANCE:**

To locate the nearest Subaru retailer, you can access our website at [www.subaru.com](http://www.subaru.com) and select 'Find a Retailer.'

For additional information, please go to: <http://www.wrk20.service-campaign.com>.

If you need additional assistance, please contact us directly:

- By e-mail: Go to [www.subaru.com](http://www.subaru.com) and select "Contact Us"
- By telephone: 1-844-373-6614  
Monday through Friday between 8:00 a.m. and 7:00 p.m. ET
- By U.S. Postal mail: Write us at Subaru of America, Inc.  
Attn: Customer Advocacy Department  
P.O. Box 9103, Camden, NJ 08101-9877

Please contact us immediately if the Subaru retailer fails or is unable to make the necessary repairs free of charge.

Your continued satisfaction with your Subaru is important to us. Please understand that we have taken this action in the interest of your vehicle's proper operation. We sincerely apologize for any inconvenience this matter may cause and urge you to schedule an appointment as soon possible.

Sincerely,  
Subaru of America, Inc.

*a subsidiary of SUBARU CORPORATION*