

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 17, 2021

New Subaru Service Program: **WRB21 – Forester A/C Condenser**

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to check and, if necessary, replace the air conditioning condenser assembly in certain 2017 and 2018 model year Forester vehicles.

REASON FOR THIS SERVICE PROGRAM

Certain air conditioning condenser assemblies installed in the vehicles covered by this service program may be prone to corrosion within the condenser tube walls. If such corrosion develops, the air conditioning refrigerant may leak out and the air conditioning system may not provide sufficient cooling.

Affected Vehicles

The number of U.S. vehicles included in this service program is 207,386.

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 Years	Carline	Production date range
2017 - 2018	Forester	March 23, 2016 – September 1, 2017

Description of the Repair

Subaru retailers will check the part number of the air conditioner condenser assembly in the vehicles covered by this service program. If the part number of the condenser in the vehicle is 73210SG010, the condenser will be replaced at no cost to the customer.

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

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 campaign 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 in March 2021. Retailers will be notified when owner notification begins.

Service and Claim Instructions

Please refer to the WRB-21 Service Program Bulletin on STIS for detailed information.