

- 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:** 2017-18MY Forester

**NUMBER:** WRB-21

**SUBJECT:** Corrosion of the Air Conditioning Condenser

**DATE:** 02/17/21

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.

|  |  |
|--|--|
| <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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## 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.

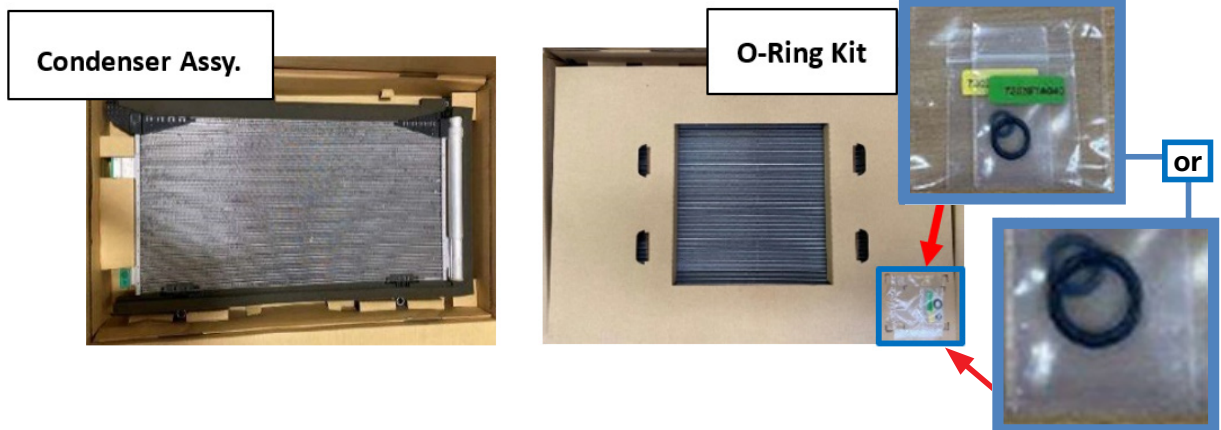
## PART INFORMATION:

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

| Description  | Part Number  | Qty.  | Warranty Part Number |
|--|--------------|-------|----------------------|
| A/C Condenser Kit  | 73219SG01A   | 1     | n/a                  |
| R-134A Refrigerant   | SOA868V9310  | Pound | SOA635015            |
| Refrigerant Oil  | SOA868V9800* | Ounce | SOA635323            |
| * Qty. 1 of SOA868V9800 is a case of 6- 8.45oz. Cans (enough to perform 36 repairs). |              |       |                      |

## NOTES:

- Both A/C Condenser Kits include the new condenser assembly along with the two (2) required one-time use o-rings. The o-rings will be packaged in a small plastic bag and taped to the cardboard liner inside the box as shown in the photos below. The o-ring packaging may vary by A/C Condenser kit.
- When ordering a 73219SG01A kit, a SOA635164 kit may be supplied. Both part numbers are interchangeable.
- These A/C Condenser kits MUST be ordered through PRIME.



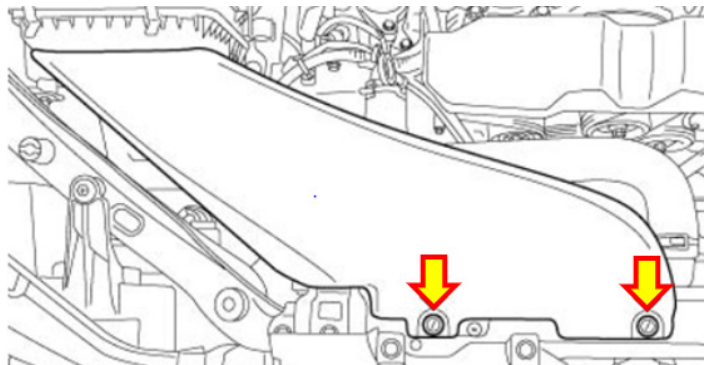
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**SERVICE PROCEDURE / INFORMATION:**

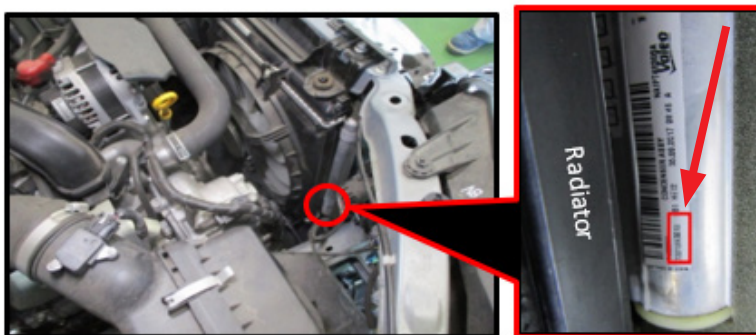
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

**Step 1:** Determine whether or not the A/C Condenser in the vehicle is affected by this service program by verifying the part number of the currently installed part:

- Remove the 2 retaining clips and the air intake duct to gain access to the part number label.



- Confirm the A/C condenser assembly part number on the label as shown below.



- Is the A/C Condenser part number **73210SG010**? (Refer to table below.)

**YES:** This A/C condenser **IS** affected and must be replaced. Proceed to **STEP 2**.

**NO:** A/C Condensers with part numbers **73210SG011**, **73219SG000** or a **BLACK MARK** as shown in the table below are the latest versions and **DO NOT** require replacement. Reinstall the air intake duct in reverse order of removal, proceed to the **Claim Reimbursement and Entry Procedures** section and process a claim for Part Number Inspection Only.

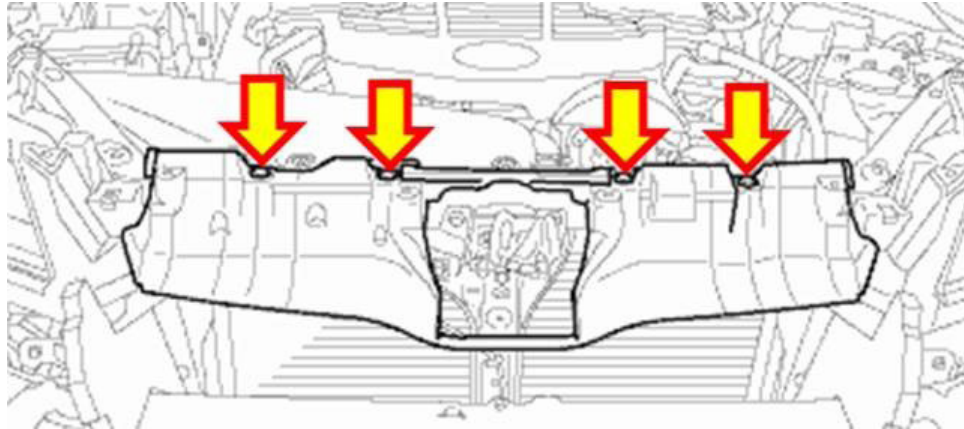
|          | Part Number       | Replacement              | Label Image | Remarks   |
|----------|-------------------|--------------------------|-------------|---|
| <b>A</b> | <b>73210SG010</b> | <b>NECESSARY</b>         |             | <b>Affected A/C Condenser</b>   |
| <b>B</b> | 73210SG011        | <b>NOT<br/>Necessary</b> |             | Countermeasure A/C Condenser  |
| <b>C</b> | 73219SG000        |                          |             | Countermeasure A/C Condenser with<br>KIT part number                  |
| <b>D</b> |                   |                          |             | Countermeasure A/C Condenser The<br>black mark is the ID mark by SBR. |

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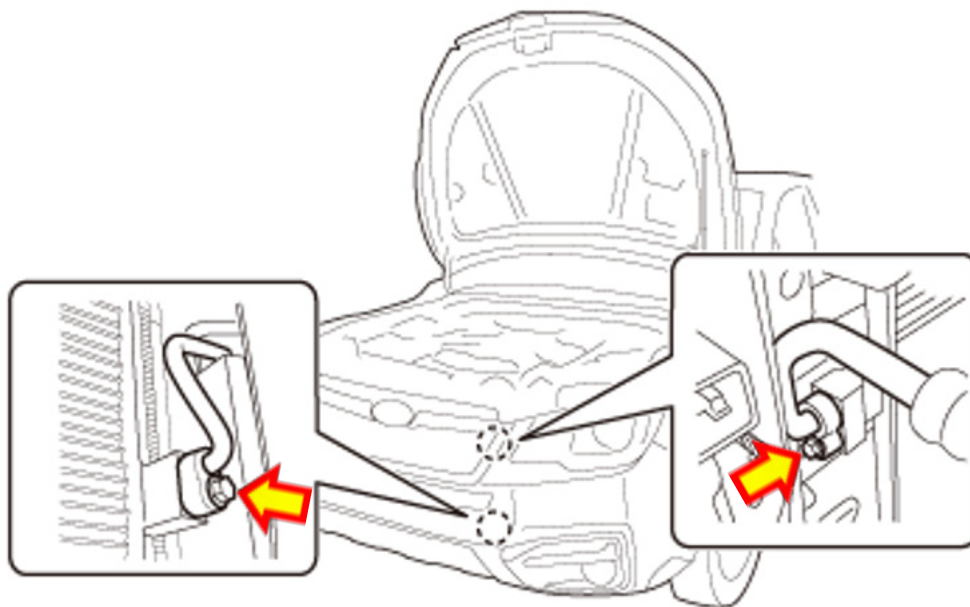
**STEP 2:** A/C Condenser assembly replacement:

- Disconnect the ground (-) cable from the battery. **NOTE:** For models equipped with a battery sensor, while supporting the sensor, remove the hex nut and disconnect the ground cable from battery sensor.
- Connect the A/C servicing equipment and recover the refrigerant from the system.  
**REMINDER:** Any recovered refrigerant is to be recycled and reused whenever possible.
- Remove the coolant reservoir tank.

**STEP 3:** After removing the retaining clips, remove the grille bracket.



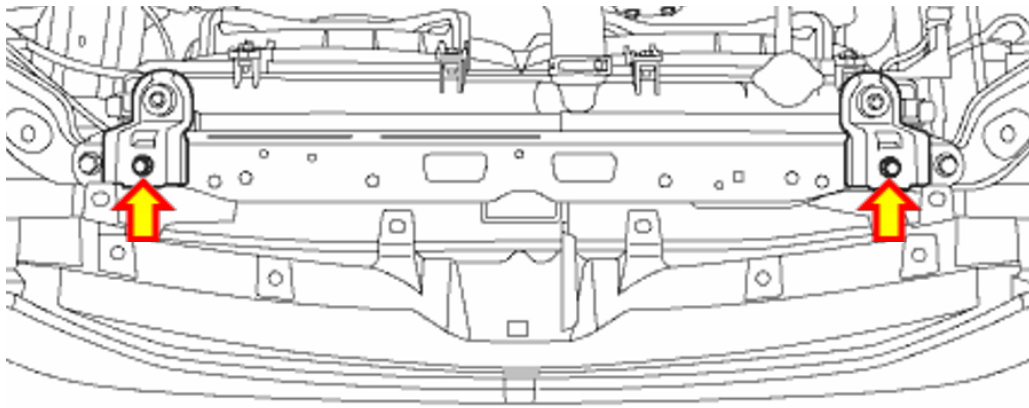
**STEP 4:** Remove the bolts securing the piping to the A/C Condenser assembly.



**IMPORTANT:** Using the proper size plastic plug or electrical tape, seal the ends of the removed pipes to prevent foreign matter and moisture from entering the “opened” A/C system.

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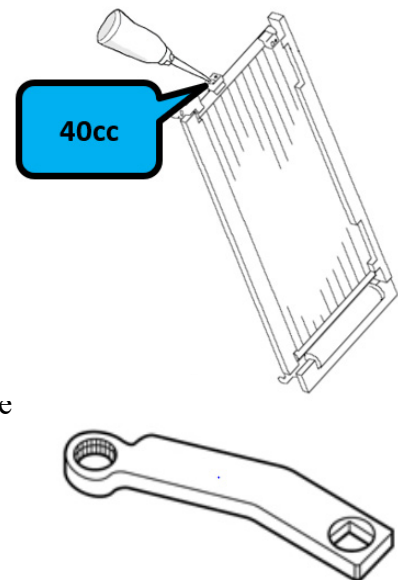
**STEP 5:** Remove the bolts securing the two (2) upper radiator support brackets.



**STEP 6:** Remove the two (2) retaining bolts from the bottom of the A/C Condenser using Special Tool 73099SG000 as shown in **Step 10**.

**STEP 7:** **CAREFULLY** lift the A/C Condenser out while using **CAUTION** to not damage the radiator fins. Any damaged / bent fins should be **CAREFULLY** straightened using a small flat head screwdriver or a radiator fin comb tool.

**STEP 8:** Add 40cc of refrigerant oil to the new A/C condenser using the suction pipe connection point as shown.



**STEP 9:** Fit the new o-rings to the piping connection points.

**REMINDER:** Always lubricate the new o-rings with refrigerant oil.

**STEP 10:** Reassemble in reverse order of removal.

**NOTE:** Use Special Tool 73099SG000 to properly tighten and torque the two (2) bottom A/C Condenser bolts.

### **Tightening Torque Specifications:**

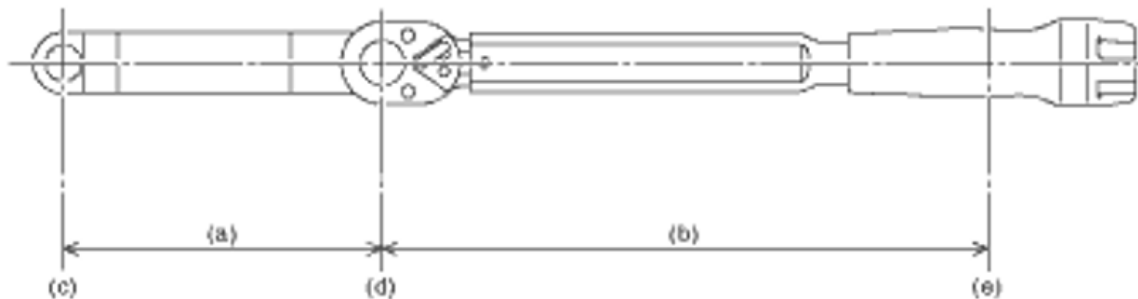
- High and low-side piping connection bolts to A/C Condenser: 7.5Nm (5.5 ft. lbs. / 66 inch-pounds)
- Upper radiator support bracket bolts: 12Nm (9 ft. lbs.)
- Battery ground (-) cable connection: 7.5Nm (5.5 ft. lbs. or 66 inch-pounds)
- Bottom A/C Condenser bolts (using Special Tool 73099SG000):  
Use the torque wrench calculation formula supplied below.

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$$T = L / (100 \text{ mm (3.94 in)} + L) \times 7.5 \text{ N}\cdot\text{m (0.8 kgf}\cdot\text{m, 5.5 ft}\cdot\text{lb)}$$

**T:** Tightening torque

**L:** Effective length of torque wrench



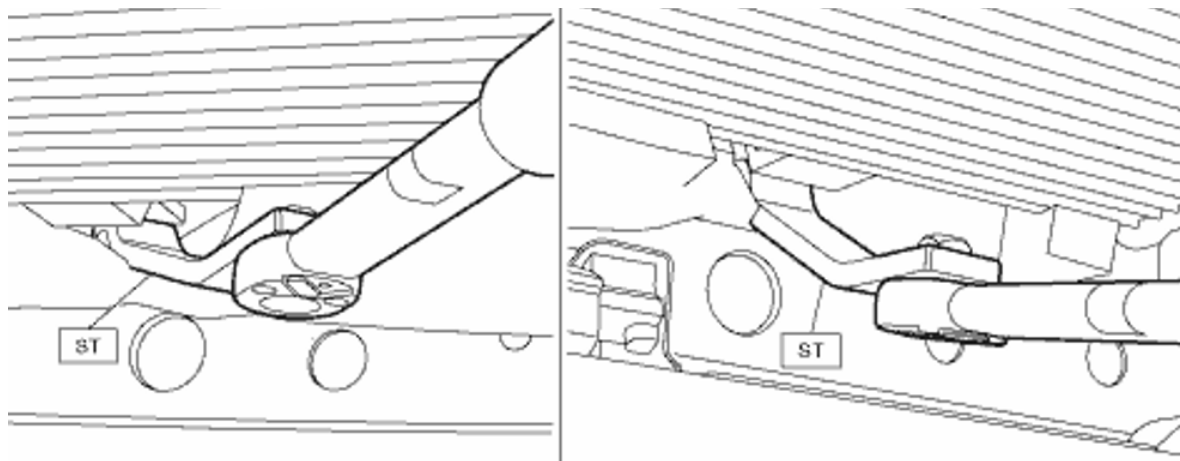
Effective length of the ST = (a)

Effective length of the torque wrench = (b)

Center of drive angle of the ST = (c)

Center of drive angle of the torque wrench = (d)

Center of the position where a force is applied by hand = (e)



**STEP 11:** Recharge the A/C system following the procedure in the applicable Service Manual on STIS.

**STEP 12:** Confirm proper A/C system operation. Record the post-repair system pressures and vent temperatures on the repair order for future reference to complete the procedure.

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## 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 |
|---|-------------------|------------|-----------|
| WRB-21 FORESTER A/C CONDENSER INSPECTION ONLY | A104-208          | 0.2        | WRB-21    |
| WRB-21 FORESTER A/C CONDENSER REPLACEMENT     | A104-201          | 0.9        |           |

## SERVICE PROGRAM IDENTIFICATION LABEL:

Type or print the necessary information on a Campaign Identification Label. The completed label should be attached to the vehicle's upper radiator support. Additional labels are available through normal parts ordering channels. The part number is **MSA6P1302**, which comes as one sheet of 20 labels.

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

|                      |
|----------------------|
| <b>SUBARU</b>        |
| Campaign Code        |
| <b>WRB-21</b>        |
| COMPLETED            |
| DIST./DEALER NO.     |
| SERIAL NO.           |
| <b>DO NOT REMOVE</b> |

## 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 WRB-21  
March 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 check and, if necessary, replace the air conditioning condenser assembly in certain 2017 and 2018 model year Forester vehicles. Our records indicate that you currently own one of these 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.

**WHAT SUBARU WILL DO**

Subaru will check the part number of the air conditioner condenser assembly in your vehicle, and if necessary, replace the condenser 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 inspect the air conditioner condenser part number in your vehicle is less than 15 minutes. If it is necessary to replace the condenser, the actual repair will take approximately one hour. 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.

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## **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.

**Subaru of America, Inc.**  
**Customer Advocacy Department, Attention: WRB-21 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.wrb21.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*