

- 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 WRX and STI Models  
 2014-16MY Forester Models  
 2014-16MY Impreza and XV Crosstrek Models

**SUBJECT:** New A/C Compressor / Clutch Assembly

**NUMBER:** 10-84-16  
**DATE:** 04/14/16

**Introduction:**

This bulletin announces the availability of a new Air Conditioning compressor / clutch assembly to address customer concerns of the system not operating. Electrical windings located inside the clutch assembly have been changed to eliminate the condition. The service procedure will involve replacement of the A/C compressor and clutch as a complete assembly.

**Production Change Information:**

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

Vehicle / Model	Starting VIN
WRX / WRX STI	G*819293
Forester	G*469916
Impreza / XV Crosstrek	4 Door- G*004001
	5 Door- G*212351

**Part Information:**

DESCRIPTION	PART NUMBER	APPLICABILITY
COMPRESSOR ASSEMBLY	73111VA000	WRX / WRXSTI
	73111FJ030	XV Crosstrek HEV
	73111FJ040	Impreza / XV Exc. HEV

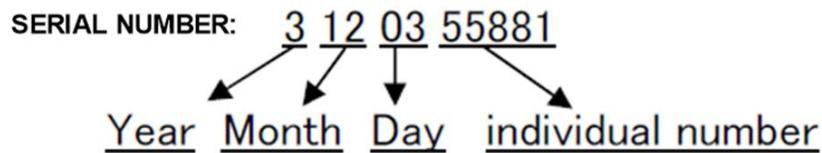
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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those 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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**Service Procedure / Information:**

When receiving a customer concern of the A/C system being inoperative and testing / diagnosis reveals the compressor clutch is defective:

- Confirm the VIN is **prior to** the production change.
- Inspect the serial number of the A/C compressor. Assemblies with a Serial Number beginning with **51001\*\*\*\*\* or HIGHER** (October 1, 2015) are equipped with the new clutch. Decode the Serial Number using the photos and illustration shown below.



- If the Serial Number is **50930\*\*\*\*\* or BEFORE** (September 30, 2015) , replace the A/C compressor assembly following the procedure outlined in the applicable Service Manual.

**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 #	Failure Code	Labor Time
A/C COMPRESSOR R&R	B015-001	CSK-42	0.5
TESTING, 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.