

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 BULLETIN

APPLICABILITY: 2017-18MY Forester

NUMBER: 15-269-20R

SUBJECT: A/C Condenser Warranty Extension

DATE: 08/17/20

REVISED: 09/04/20

INTRODUCTION:

In the interest of providing continued customer satisfaction, Subaru of America, Inc. (SOA) is extending the Basic New Car Limited Warranty coverage for the Condenser component of the Air Conditioning system on all 2017 and a limited number of 2018MY (prior to VIN J*469234) Forester model vehicles. The A/C Condenser Part Number covered by this Warranty Extension is **73210SG011**. See the Warranty / Claim Information Section for details on the PAG Oil required for this repair.

The coverage period for the A/C Condenser in affected vehicles will be extended from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to five (5) years (60 months) / and unlimited mileage. All other terms and conditions of the original Basic New Car Limited Warranty coverage will continue to apply.

NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair. See sample inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type – Description	Addl Miles	Addl Months	Status
6/1/2020		XXX – A/C Condenser Warranty Extension	99999	24	Active

IMPORTANT: This Warranty Extension is subject to the same terms and conditions set forth in the Basic New Car Limited Warranty. The Warranty Extension is only applicable to original equipment, Genuine Subaru A/C Condenser including a Genuine Subaru Replacement Part. Aftermarket or used / salvage A/C Condensers are not covered by this Warranty Extension. See the individual vehicle Warranty coverages for further details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Subaru Claims Policies and Procedures Manual.

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.

Subaru of America, Inc. is ISO 14001 Compliant

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.

Continued...

SERVICE PROCEDURE:

When a customer presents a vehicle for consideration of repairs to be covered by this Warranty Extension, the standard terms of the Basic New Car Limited Warranty will apply. As mentioned above, retailers must always confirm coverage before proceeding by performing a Vehicle Coverage Inquiry on Subarunet.com. If a customer presents with a A/C Condenser concern outside of the terms of this Warranty Extension, contact the Claims Team and review for possible alternative coverage.

The procedure for A/C Condenser inspection and replacement is unchanged from the currently applicable Service Manuals. 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, and required processes needed for a complete and lasting repair.

IMPORTANT: Always remember to replace the applicable amount of refrigerant oil for this repair, 40cc / 1.35 ounces.

WARRANTY / CLAIM INFORMATION:

Labor Description	Labor Operation #	Labor Time	Fail Code
A/C CONDENSER ASSY. R&R	B014-201	0.4	DTB-48
EVACUATE & RECHARGE A/C SYSTEM	C010-101	1.0	

NOTES:

- The part number to use for claiming PAG Oil for this repair is **SOA635323** (qty. 1, 40 cc /1.35 oz.).
- The orderable part number for this PAG Oil is **SOA868V9800** (qty. 1 is supplied as a case of 6-8.45 oz. cans).

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.