

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: All Models Equipped with Power Door Locks

NUMBER: 07-182-20R

DATE: 10/23/20

SUBJECT: Door Latch / Lock Actuator Motors - Whining -Type Sound

REVISED: 01/15/21

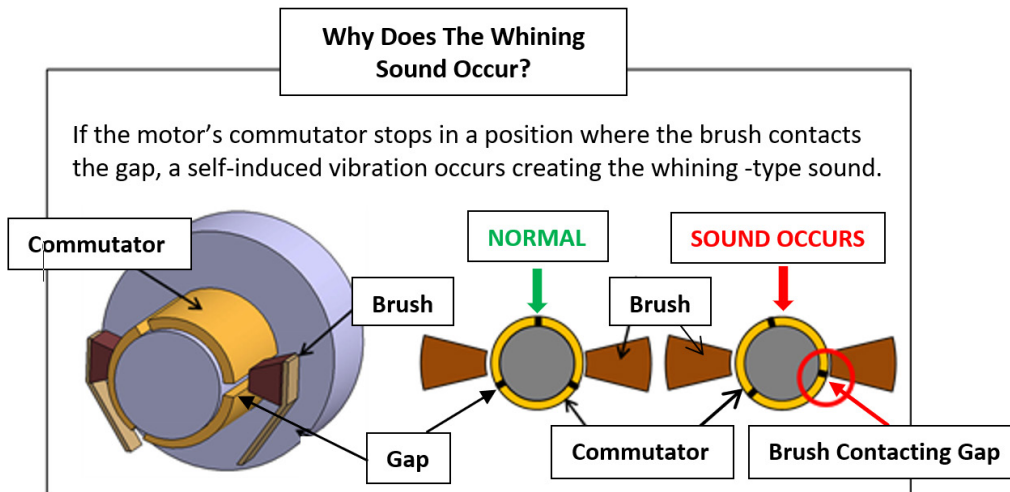
INTRODUCTION:

This Service Information Bulletin provides details regarding the cause of a whining -type sound customers may have concern about when operating their power door locks (lock and / or unlock). The sound may occur after using a smart key, remote keyless entry fob or the lock / unlock switch on the door panel inside the vehicle.

SERVICE PROCEDURE / INFORMATION:

The cause of the whining sound is as follows:

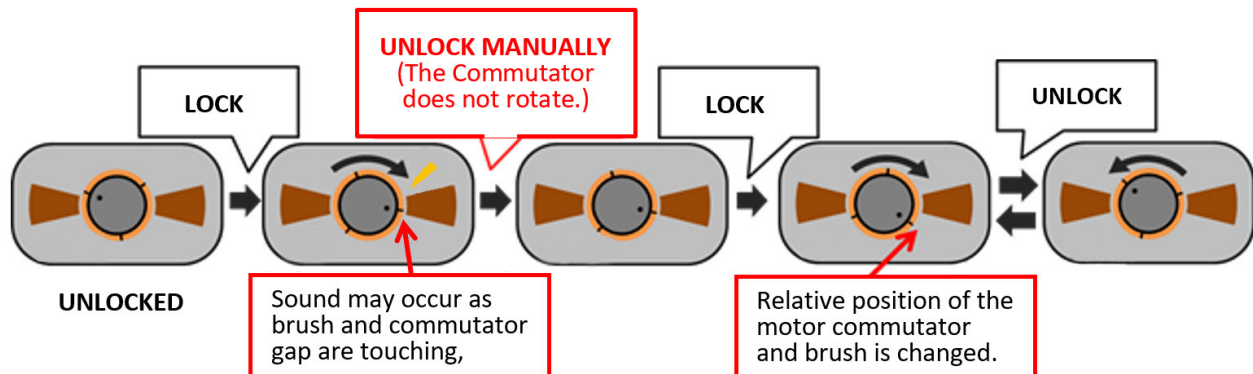
- The commutator of the actuator motor has three gaps on the brush contact surface.
- If the motor (commutator) stops turning while a brush is contacting a gap, a self-induced vibration of the motor can occur and cause the sound to occur. **This condition can occur with the front and / or rear power door locks.**
- The sound may be heard again if the door lock actuator is operated electrically (using a smart key, keyless access fob, or the lock / unlock switch) since the relative positions of the motor commutator and brushes do not change.



<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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If the sound occurs, lock and unlock the door once manually (without using a smart key, keyless access, or lock / unlock switch on the door) then, lock / unlock the door again using a smart key, keyless access, or the lock /unlock switch. This changes the relative position between the motor commutator and brush. As a result, the brush no longer contacts the commutator gap and the vibration / sound not occur.



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

In a case where a latch and actuator assembly is determined to be faulty, the service procedures for replacement 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, special tools, and related one-time-use parts needed for a complete and lasting repair.

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.