

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: 2010-19MY Legacy & Outback 3.6L
2008-14MY Tribeca 3.6L

NUMBER: 09-83-21

DATE: 12/02/21

SUBJECT: 3.6L Water Pump-Design Change / Coolant Leaking

INTRODUCTION:

This bulletin announces design change to the water pump assembly. An adhesive has been deleted from the pump to gasket contact surface to prevent any premature deterioration of the rubber gasket. Replace the water pump assembly if a coolant leak is confirmed to be coming from the water pump gasket.

PART INFORMATION:

Part Description	Part Number
Water Pump Assembly	21110AA511

NOTE: The water pump gasket is **NOT** available separate from the water pump assembly.

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

SERVICE PROCEDURE / INFORMATION:

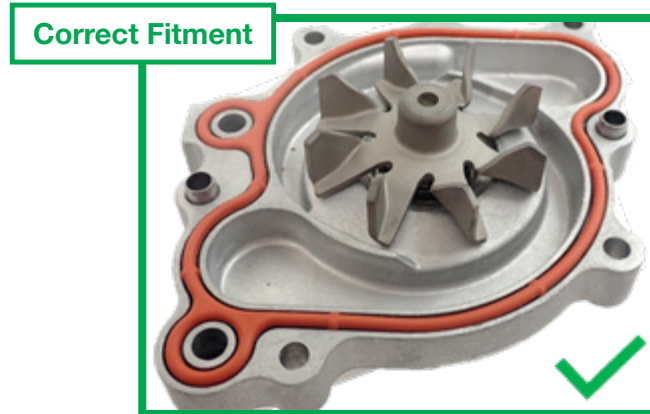
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

<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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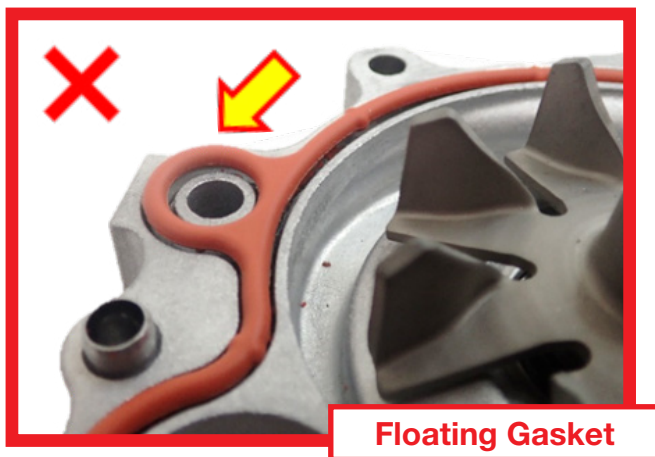
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WORK PROCEDURE PRECAUTIONS:

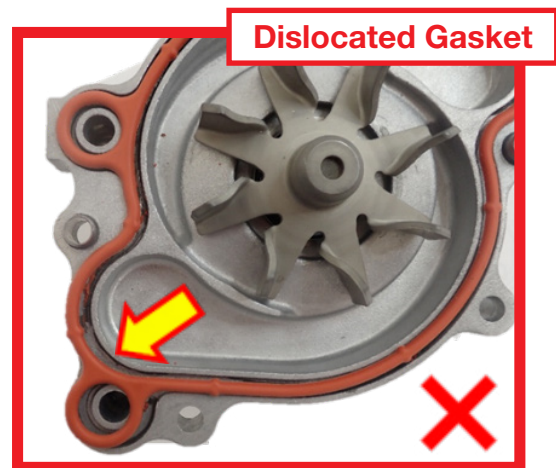
- Do Not apply any adhesive to the water pump gasket or pump surfaces.
- Ensure correct fitment of the gasket prior to pump installation by confirming the gasket is fully secured within the pump groove without any “floating” and/or “dislocation.” See EXAMPLES listed below.



Example 1



Example 2



Example 3

The service procedures for water pump assembly 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, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to STIS: [Engine > COOLING > Water Pump](#)

CAUTION: ALWAYS inspect the mating surface of the pump assembly after installation. Confirm the gasket is not pinched in any area.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited or Powertrain Limited Warranty period or covered by an active Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information:

Model	Model Year	Labor Description	Labor Operation #	Fail Code	Labor Time
Legacy & Outback	2010-19	FRONT CHAIN COVER &/or SEALER- R&R	B205-201	CAA35	3.1
		WATER PUMP ASSEMBLY &/or O-RING R&R	C205-241		1.0
Tribeca	2008-14	FRONT CHAIN COVER &/or SEALER- R&R	B205-201		3.4
		WATER PUMP ASSEMBLY &/or O-RING R&R	C205-241		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.