

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

NUMBER: 02-191-22R

SUBJECT: Genuine Subaru Alternative Engine Oil Filter Replacement

DATE: 11/02/22

REVISED: 12/15/22

INTRODUCTION:

Due to unexpected supply chain challenges, this bulletin announces the availability of a temporary genuine Subaru alternative engine oil filter. This oil filter should be used until Subaru announces a permanent solution to the current supply chain challenge. The genuine Subaru alternative oil filter has some features that differ from the prior Subaru filter, requiring additional service procedures for certain oil changes. When servicing a vehicle with this alternative oil filter, always confirm the vehicle's maintenance circumstance (**A** or **B** as listed in the Service Procedure) and, if applicable based on the information below, proceed to the oil flush and oil filter replacement procedures outlined below. The Important Note within this procedure must always be followed when installing either of the genuine Subaru alternative oil filters.

IMPORTANT: Based on further review and analysis, Subaru has determined that the engine oil flushing process outlined in this bulletin is no longer required, and it will be discontinued effective **12/23/2022**. Engine oil flushing claims submitted with a Repair Order Close Date after **12/23/2022** will not be accepted for payment. This does not affect the claim submission period for engine oil flushing completed through **12/23/2022** which remains at up to 90 days following repair completion.

PART INFORMATION:

Part Description	Subaru Genuine Part Number	Genuine Alternative Part Number
OIL FILTER COMPLETE	15208AA15A	SOA6351520815*
	15208AA12A	SOA6351520812*

*Part Numbers are to be used for claim submission when applicable.

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.

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The genuine Subaru alternative filters have a square cut seal, are blue in color, and have the part number printed on the top.



SERVICE PROCEDURE / INFORMATION:

Engine Oil Filter Servicing Circumstances:

- A. When performing initial “NEW” vehicle engine oil and filter service at 6 months / 6,000-mile service interval as per the Owner’s Manual.
- B. Performing an engine oil and filter service following any lubricated engine part repairs (engine replacement, short block replacement, cylinder head(s), crankshaft, camshaft, crankcase, or turbocharger) at 6 months or 6000 miles (after the repair).

Engine Oil System Flush and Oil Filter Replacement:

1. Allow the engine to rest for at least 5 minutes after running. Confirm the current engine oil level is sufficient for the flushing procedure. If ANY engine oil shows on the dipstick, there is a sufficient amount of oil present to proceed.
2. Start the engine and allow the engine temperature to reach normal operating temperature.
3. Turn the engine OFF. Drain the engine oil thoroughly and **RE-USE** the drain plug gasket. **DO NOT** remove the engine oil filter at this time.
4. Install 4 quarts of new engine oil.
5. Start the engine and allow to idle.
6. Increase the engine RPMs between 2500-3000 and hold for 5 seconds then allow the RPMs to reduce to idle. Repeat this Step 4 more times.
7. Turn the engine OFF and drain the engine oil thoroughly. Once the oil has been removed, reinstall and torque drain plug to specification using a **NEW** gasket.

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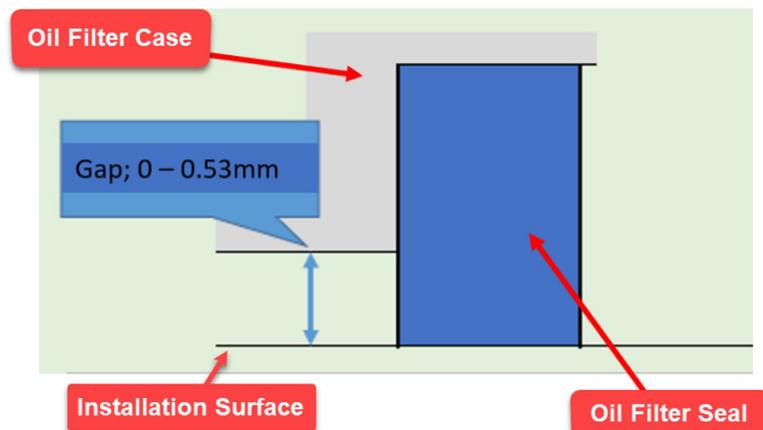
IMPORTANT NOTE: It is possible for the oil filter seal to become dislodged or misaligned during shipping and handling (see example images below). If this situation occurs, inspect the seal and mating surface for any visible damage.



If any damage is found, replace the filter. If no damage is found, the seal may be refitted to the filter and installed on the vehicle.

8. Replace the engine oil filter with a genuine Subaru alternative filter.
 - Clean the contact surfaces of the oil filter. Remove all oil and possible contaminants.
 - Apply a thin coat of fresh engine oil to the rubber seal.
 - Thread the new oil filter by hand until the gasket seats against the surface. Use CAUTION not to damage the filter seal.
 - Further tighten the oil filter, approximately $\frac{3}{4}$ of a turn. Confirm the filter security when complete.
 - Clean any residual oil from around the base of the filter

IMPORTANT NOTE: It is possible there may be a gap between the filter case and the installation surface (0-0.0209 inch / 0-0.53mm). This is a normal condition. Further verification can be achieved with the use of a 0.022 inch (0.56mm) sized feeler/thickness gauge. This sized gauge should be unable to be inserted in this gap.



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9. Install the new engine oil applicable to the vehicle's type and quantity specifications.
10. Start the engine and check for any oil leaks around the base of the engine oil filter. Confirm there are no leaks found.

End

WARRANTY / CLAIM INFORMATION:

A Policy Adjustment (PA) claim type is to be used for the operations listed below.

Labor Description	Labor Operation #	Labor Time	Fail Code
ENGINE OIL FLUSH & FILTER LEAK CHECK	A244-232	0.4	BEC-86

NOTES:

- Charges associated with the actual engine oil and filter maintenance (6 Month/ 6,000 Mile) should be treated as Customer Pay or Subaru Added Security (SAS) where applicable.
- Additional parts/labor charges with SAS Maintenance claims and SAS Engine Replacement claims MUST enter a separate PA claim to cover the cost outlined in this bulletin.

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.