

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

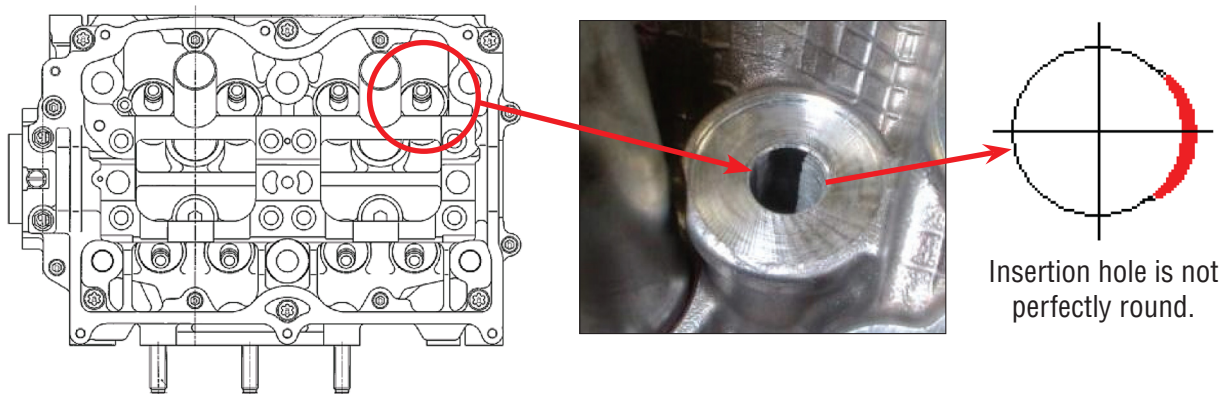
APPLICABILITY: 2011MY Legacy/Outback 2.5L N/A
 2011MY Impreza 2.5L N/A
 2010MY Forester 2.5L N/A

SUBJECT: White Smoke from Tailpipe and/or High Oil Consumption

NUMBER: 02-115-11R
DATE: 01/31/11
REVISED: 02/07/13

INTRODUCTION

If you encounter a customer complaint concerning white smoke from the exhaust pipe and/or high oil consumption, it may be the result of the # 1 and/or # 4 intake valve guide insertion hole improperly machined, permitting oil to enter the combustion chamber. To remedy this condition, the cylinder head(s) will need to be replaced. Please read this bulletin in its entirety before proceeding.



Insertion hole is not perfectly round.

NOTE: There is a possibility that some of the cylinder heads were installed on engines that were installed in vehicles within the following ranges.

Cylinder Head Serial # Range

249000~257150

Engine Serial # Range

Legacy and Outback	706500~717084
Impreza and Forester	241224~304297

Continued...

<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>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"</p> <p>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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Affected VIN Range

MODEL	VIN RANGE
Legacy	B*221209~B*222585
Outback	B*344226~B*345935
Impreza Sedan	B*504580~B*507148
Impreza 5 Door	B*807033~B*809007
Forester	A*914118~A*918058

REPAIR PROCEDURE/INFORMATION

- 1) First verify if the vehicle is equipped with an engine that may have the affected heads. Refer to the cylinder head serial number location illustration below.

The level of carbon deposits on spark plugs # 1 and/or # 4 will be much higher than # 3 and # 2 if the condition exists. Replacement head assemblies will only be provided for that condition.

- 2) Remove spark plugs and compare cylinders.
- 3) Remove front exhaust pipe and inspect exhaust ports for excessive carbon deposits.
- 4) For cylinder head replacement and transfer of cam and rocker assemblies, refer to the applicable Subaru Service Manual found on the STIS web-site.

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PART ORDERING PROCEDURE

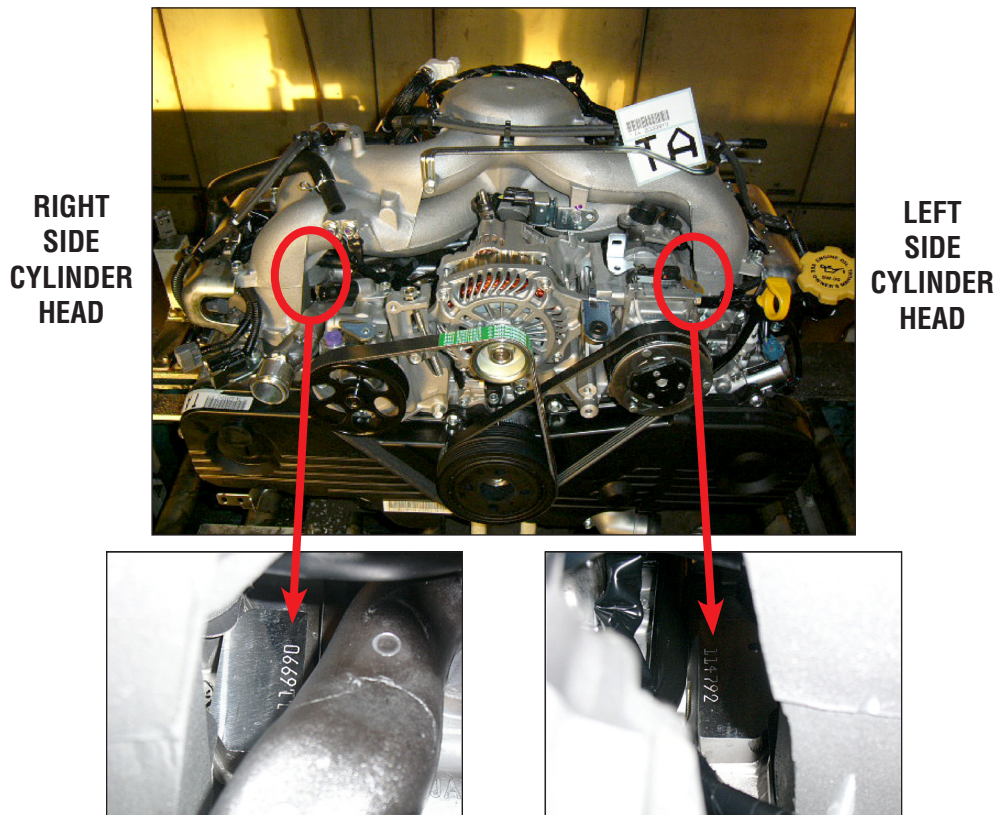
For a limited time, semi-complete Cylinder Head Assemblies will be made available in a kit through SOA Parts. These kits will include the heads, valves, valve springs, seals and some of the gaskets necessary to replace the head.

Should these parts be “on-hold” at the time of ordering, you will need to provide the following information to get the parts released:

- 1) Vehicle Identification Number (VIN)
- 2) Engine Number
- 3) Both numbers from the Cylinder Heads originally installed on the engine.

CYLINDER HEAD RANGE AND SERIAL # LOCATION

Serial # Range: 249000~257150



IMPORTANT: There are only **very limited** quantities of these cylinder head repair kits remaining in inventory. Once they have been depleted, order the necessary repair parts through normal parts channels.

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PART INFORMATION

NOTE: Each of the cylinder head kits includes a complete cylinder head assembly minus the cams and rocker assemblies which will need to be transferred from the old cylinder head to the new.

APPLICABILITY	PART NAME	PART NUMBER
Legacy and Outback	RH Cylinder Head Kit	SOA635AC18A
Legacy and Outback	LH Cylinder Head Kit	SOA635AB57A
Impreza and Forester	RH Cylinder Head Kit	SOA635AC020
Impreza and Forester	LH Cylinder Head Kit	SOA635AB430

NOTE: Depending upon which cylinder head kit is ordered, each kit will include one cylinder head assembly and the parts listed below.

PART NAME	PART NUMBER	QUANTITY
Exhaust gaskets	44022AA020	2
Plug-45x8	807045040	1
Oil seal-32x45x8	806732150	1
Rocker cover gasket	13294AA070	1
Control valve holder gasket	10924AA040	1

Additional Parts Required

In addition to the cylinder head kit, the following parts must be ordered for the repair depending on vehicle application. Please refer to the Parts catalog for the applicable part numbers.

- Head gasket (1 or both)
- (2) Intake gaskets
- (2) Cylinder head sealing washer
- Spark plug (for cylinder 1, 4 or both)

WARRANTY/CLAIM INFORMATION

For vehicles within the warranty period, this repair can be claimed using:

LABOR DESCRIPTION	LABOR OPERATION #	LABOR TIME	FAIL CODE
One Cylinder Head - R&R	A243-173	4.5	AAB-27
Both Cylinder Heads - R&R	A243-174	6.6	AAB-27

NOTE: The operation numbers listed include R&R of spark plugs and removal of the front exhaust pipe for inspection