

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: 2018-22MY Outback & Legacy
 2019-22MY Ascent
 2022MY WRX
 2020-22MY Impreza
 2020-22MY Crosstrek
 2019-22MY Forester

NUMBER: 07-217-23

DATE: 04/17/23

SUBJECT: Security & Locks – Additional Cautions

INTRODUCTION:

This Service Information Bulletin announces additional cautions being added to the Owner’s Manual and Service Manual regarding the operation of door locks. In some instances, the front inner door handle may become inoperable under specific conditions. These cautions are outlined below and will be added the Owner’s Manual and Service Manual in the future.

SERVICE INFORMATION:

If door locking is requested while operating the front inner door handle, the cable connection point may become deformed resulting in the door being unable to open from inside the vehicle.



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 front inner door handle **MUST NOT** be operated while performing a door lock request in any of the following ways.

1. Operating the manual lock lever



2. Operating the lock button on the access key



3. Operating the power door locking switch




4. Operating the touch sensor located on the outer door handle or tailgate



Continued...

OWNER’S MANUAL CORRECTION:

 **WARNING**

- Keep all doors locked when you drive, especially when small children are in your vehicle.
 Along with the proper use of seatbelts and child restraint systems, locking the doors reduces the chance of being thrown out of the vehicle in an accident.
 It also helps prevent passengers from falling out by preventing a door from being accidentally opened, and intruders from unexpectedly opening doors and entering your vehicle.
- Do not pull the front door handle from inside while driving. The door could open even if it is locked.



ADDITION:

Do not lock the door while the front inside door handle is being pulled. Doing so may damage the locking mechanism and the door cannot be opened from inside or be locked

SERVICE MANUAL CORRECTION:

1. Refer to STIS: DIAGNOSTICS > BODY CONTROL(DIAGNOSTICS) > Active Test

DIAGNOSTICS

KEYLESS ACCESS WITH PUSH BUTTON START(DIAGNOSTICS)

BODY CONTROL(DIAGNOSTICS)

Basic Diagnostic Procedure

Check List for Interview

General Description

Electrical Component Location

Control Module I/O Signal

Inspection Mode

Diagnostic Procedure for Subaru Select Monitor Communication

Data Monitor

Active Test

OPERATION

LIST

Customize

Registration Body Integrated Unit

Diagnostic Trouble Code (DTC)

Diagnostic Procedure with Diagnostic Trouble Code (DTC)

General Diagnostic Table

Diagnostics with Phenomenon

BODY CONTROL(DIAGNOSTICS) > Active Test

LIST

Note:
 If not equipped (depending on destination area or vehicle equipment condition), process v

Active test item	Range	Contents	Execution condition
lock actuator LOCK output	ON/OFF	Forcibly activates the all door lock.	BATT voltage (control): 8.3 — 16.7 V
All seat UNLOCK output		Forcibly activates the	BATT voltage
R gate/trunk UNLOCK output			
Shift lock solenoid output			
Key lock solenoid output	ON/OFF	Forcibly activates the key interlock.	BATT voltage (control): 8.3 — 16.7 V
Horn Output	ON/OFF	Forcibly activates the horn sound.	BATT voltage (control): 8.3 — 16.7 V

ADDITION:

Do not operate the front inside door handle while performing the active test of door locking system. Doing so may cause the door to fail to open, or the door to fail to lock.

Continued...

2. Refer to STIS: Body & Electrical/WIRING SYSTEM > SECURITY AND LOCKS > Door Latch & Door Lock Actuator Assembly > Inspection



Body & Electrical/WIRING SYSTEM

Door Outer Handle

Door Latch & Door Lock Actuator Assembly

REMOVAL

INSTALLATION

INSPECTION

Trunk Opener Switch

SECURITY AND LOCKS > Door Latch & Door Lock Actuator Assembly

INSPECTION

1. LATCH

Check if the latch operates normally.

- If latch deformation, abnormal wear, or unsmooth operation is observed, replace the latch & actuator assembly.
- If the cable, rod or lever is deformed, replace the latch & actuator assembly.

ADDITION:

In case the door cannot be locked or cannot be opened from inside, check for deformation of the cables, rods or levers.

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.