

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: 2010MY and later Outback Models

NUMBER: 15-163-13

SUBJECT: Accessory Trailer Hitch L101SAJ001 Receiver Tube Issue

DATE: 05/20/13

INTRODUCTION

This Bulletin advises of a potential quality issue with the Genuine Subaru Accessory Trailer Hitch, part number **L101SAJ001**. The issue involves the inside dimensions of the receiver tube. Customers may have trouble fully installing either the trailer hitch ball mount and / or the hitch mounted bike attachment into the receiver far enough to allow the hitch pin to be inserted.

IMPORTANT: Should a customer report difficulty installing the trailer hitch ball mount or the trailer hitch mounted bike carrier, the trailer hitch must be replaced under warranty. Do not attempt to sand, file, de-burr or in any way modify the hitch ball mount, hitch mounted bike carrier or the inside of the receiver tube.



COUNTERMEASURE IN PRODUCTION

Once current warehouse inventory has been inspected and dealer shipments resume, another announcement will be posted to Subarunet. Labels with a green dot as shown above have been confirmed OK to install.

PART INFORMATION

IMPORTANT: If you have any stock of the part number L101SAJ000 in your inventory, these kits are **OK** to sell and do **NOT** need to be returned. Only part number L101SAJ001 is affected.

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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"

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.

SERVICE PROCEDURE / INFORMATION

We request dealers to return any inventory of L101SAJ001 which may be in inventory to their facing warehouse. Once the number of hitches in inventory has been identified, contact your Parts Information Coordinators with the quantity and a return will be entered for you. Any freight expenses incurred for returning these hitches can be claimed using normal reimbursement procedures.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Trailer Hitch R&R	B054-091	ZCT29	0.5