

- 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: 2010-12MY Legacy and Outback Models **NUMBER:** 07-110-16
SUBJECT: Low-Beam Halogen Headlamp Bulb Replacements **DATE:** 08/12/16

INTRODUCTION:

Subaru of America, Inc. (SOA) is extending the original warranty on the low-beam ONLY halogen headlamp bulbs to 10 years / unlimited miles from the vehicle’s original warranty start date. This warranty extension will cover low-beam halogen headlamp bulb replacement on 2010, 2011 and a very limited number of early-production 2012MY Legacy and Outback models. Covered vehicles will have a production date prior to those listed in the Production Change Information provided below and meet the guidelines outlined later in this bulletin.

NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding. See the sample inquiry result below.

		EXTENSIONS					
		ADDT’L	ADDT’L	EFFECTIVE	EXPIRATION	UPDATE	
COVERAGE	REASON	MONTHS	MILES	DATE	DATE	DATE	USER
=====	=====	=====	=====	=====	=====	=====	=====
WC	LBH	84	999,999	XXXXXXXX	XXXXXXXX	XXXXXXXX	SADMIN

IMPORTANT: The information in this bulletin is only applicable to 2010, 2011 and a very limited number of early-production 2012MY Legacy and Outback models within the production date ranges.

PRODUCTION CHANGE INFORMATION:

This Low-Beam Halogen Headlamp Bulb Warranty Extension program provides coverage for the following Legacy and Outback vehicles sold or leased in the United States:

- 2010-2012MY **LEGACY** models manufactured through **Aug 8th, 2011**
- 2010-2012MY **OUTBACK** models manufactured through **Aug 22nd, 2011.**

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<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>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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PART INFORMATION:

Description	Part Number
BULB	84920AG020

COVERAGE GUIDELINES:

Confirm the low-beam headlamp bulb is inoperative due solely to a bulb failure and not a wiring, switch, relay or other cause. Coverage under the terms of this Halogen Headlamp Bulb Warranty Extension is limited to bulb failure and replacement only. If another cause for the bulb to be inoperative is identified, **STOP** as this warranty extension does not apply. Diagnose the condition using normal procedures. If required repairs to restore normal headlamp operation are warrantable, process the related claim using normal submission procedures.

SERVICE PROCEDURE:

Replace the failed low-beam headlamp bulb following the Service Procedure outlined in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

The Basic New Car Limited Warranty for these vehicles is three (3) years or 36,000 miles. SOA is extending this original warranty for the low-beam headlamp bulb for an additional seven (7) years / unlimited miles.

SOA will inform vehicle owners this condition may exist via a customer letter. Please submit for reimbursement as you would any other covered repair using the claim coding provided below.

For vehicles within the Basic New Car Limited Warranty period or covered by the Halogen Headlight Bulb Warranty Extension, this repair may be submitted using the following claim information:

Select ONE of the following three repair Scenarios:

Scenario 1: Headlamp bulb testing, due to failure to illuminate, with no bulb failure(s) found-				
Description	Labor Operation #	Labor Hours	Fail Codes	Claim Type
ONE LOW-BEAM HALOGEN HEADLAMP BULB NOT ILLUMINATING, INSPECT ONLY, WTY. EXT. (BULB OK)	B838-463	0.3	URY39 = Left Side USU39 = Right Side	WC
BOTH LOW-BEAM HALOGEN HEADLAMP BULBS NOT ILLUMINATING, INSPECT ONLY, WTY. EXT. (BOTH BULBS OK)	C838-464	0.2	USV39 = Both Sides	
*Inspection Only under Warranty Extension, low-beam headlamp bulbs were not the cause.				

NOTE: Use of the above "Inspection Only" operations is strictly limited to cases where one or both headlamp bulbs are not illuminating. Claim comments are required. If the low-beam headlamp bulbs are illuminated, no coverage applies and no "Inspection" labor hours may be claimed.

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Scenario 2: One or both headlamp bulbs tested, due to failure to illuminate, and bulb failure(s) found-				
Description	Labor Operation #	Labor Hours	Fail Codes	Claim Type
ONE LOW-BEAM HALOGEN HEADLAMP BULB R&R, WTY. EXT. (BULB NG)	B838-465	0.3	URY39 = Left Side USU39 = Right Side	WC
BOTH LOW-BEAM HALOGEN HEADLAMP BULBS R&R, WTY. EXT. (BOTH BULBS NG)	C838-466	0.2	USV39 = Both Sides	
*Inspection & Replacement of one or both low-beam bulbs under the Warranty Extension. "NG"- No Good- Bulb open due to filament failure.				

Scenario 3: Both headlamp bulbs tested due to failure to illuminate, one bulb NG, one OK (other cause)				
Description	Labor Operation #	Labor Hours	Fail Codes	Claim Type
ONE NOT ILLUMINATED LOW-BEAM HALOGEN HEADLAMP BULB TEST, WTY. EXT. (BULB OK)	B838-467	0.3	URY39 = Left Side USU39 = Right Side	WC
ONE NOT ILLUMINATED LOW-BEAM HALOGEN HEADLAMP BULB R&R, WTY. EXT. (BULB NG)	C838-468	0.2	<i>When a bulb is NG, use the fail code for the side replaced.</i>	
*Covers inspection of both low-beam headlamp bulbs and replacement of one under the Warranty Extension, cause of second bulb inoperative is elsewhere (not the bulb).				

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.