

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

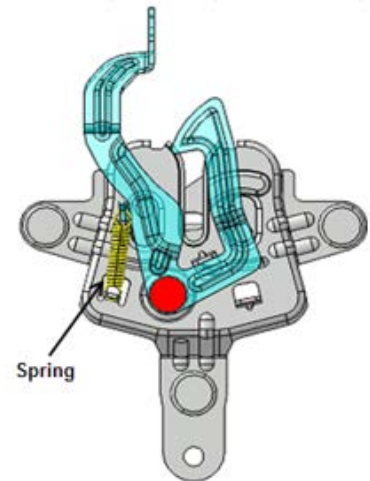
SERVICE BULLETIN

APPLICABILITY: 2015-2017MY Legacy and Outback
SUBJECT: Sticking Secondary Hood Latch

NUMBER: 12-219-17
DATE: 04-10-17

INTRODUCTION:

This bulletin provides new part information and an identification procedure to address a small number of vehicles identified with a sticking secondary hood latch mechanism. The hood latch mechanism is exposed to foreign materials during normal use which can accumulate and cause the secondary portion to not operate properly. The spring-loaded secondary latch is manually released (after pulling the inside hood release lever to operate the primary latch mechanism) by the operator to open the hood. If faulty, the spring may not have enough force to return the lever back to its original position while the hood is open. Once the hood is closed, the secondary latch is forced into the closed position by design.



PRODUCTION CHANGE INFORMATION:

The new hood latch assembly was incorporated into production starting with the following VINs:

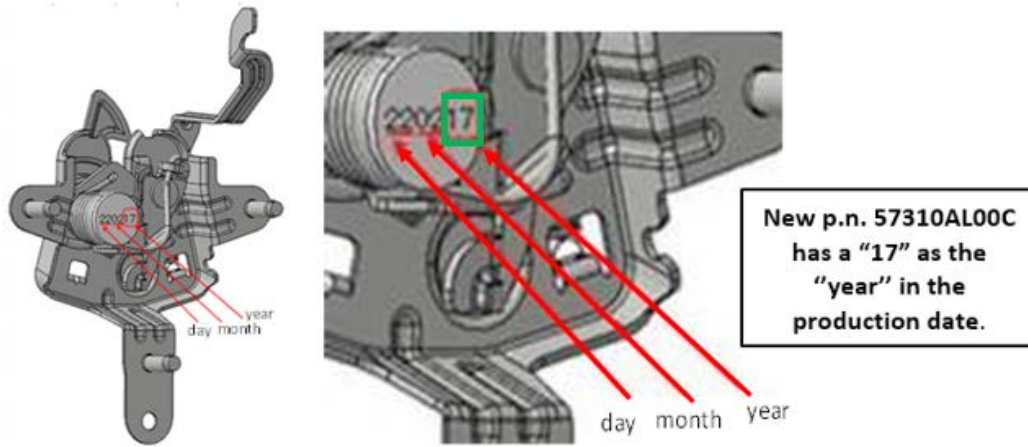
LEGACY: H*046044
OUTBACK: H*329288

PART INFORMATION AND IDENTIFICATION:

The part number for the new hood latch assembly is **57310AL00C**. If the condition as described above is verified and the VIN is close to the supplied starting VIN, inspect the date code found on the latch as shown below. Latches with the last 2 digits “16” or before require replacement when this condition is identified. Those with “17” as the last 2 digits are the enhanced parts.

Continued...

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p>	<p>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</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>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>



SERVICE PROCEDURE / INFORMATION:

If after inspection, replacement is required, follow the procedure in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
LEGACY / OUTBACK HOOD LATCH INSPECTION	A915-113	0.5	SBQ-49
LEGACY / OUTBACK HOOD LATCH INSPECT & REPLACE	A915-115	0.5	

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.