

- 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:** 2014-17MY Forester Turbo **NUMBER:** 07-136-18  
**SUBJECT:** New Alternator Assembly to Address Engine Vibration at Idle and False DTCs P0300, P0301, P0302, P0303 and P0304 **DATE:** 07/18/18

### INTRODUCTION:

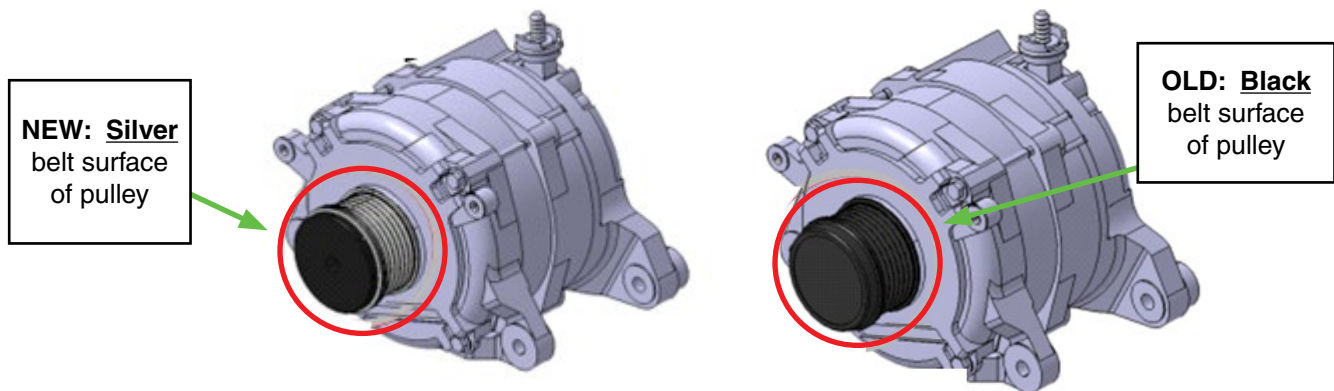
This bulletin announces availability of new parts to address a limited number of reports involving an engine vibration felt when at idle after the engine is up to operating temperature. In some cases, the above engine misfire DTCs may also result causing the Check Engine light to illuminate in error.

### PART INFORMATION:

These new parts were incorporated into production starting with VIN: **JH497374**.

Description	Part Number
ALTERNATOR ASSEMBLY	23700AB030
TENSIONER ASSEMBLY- V BELT	23769AA111
V BELT	23780AA111

### IDENTIFICATION:



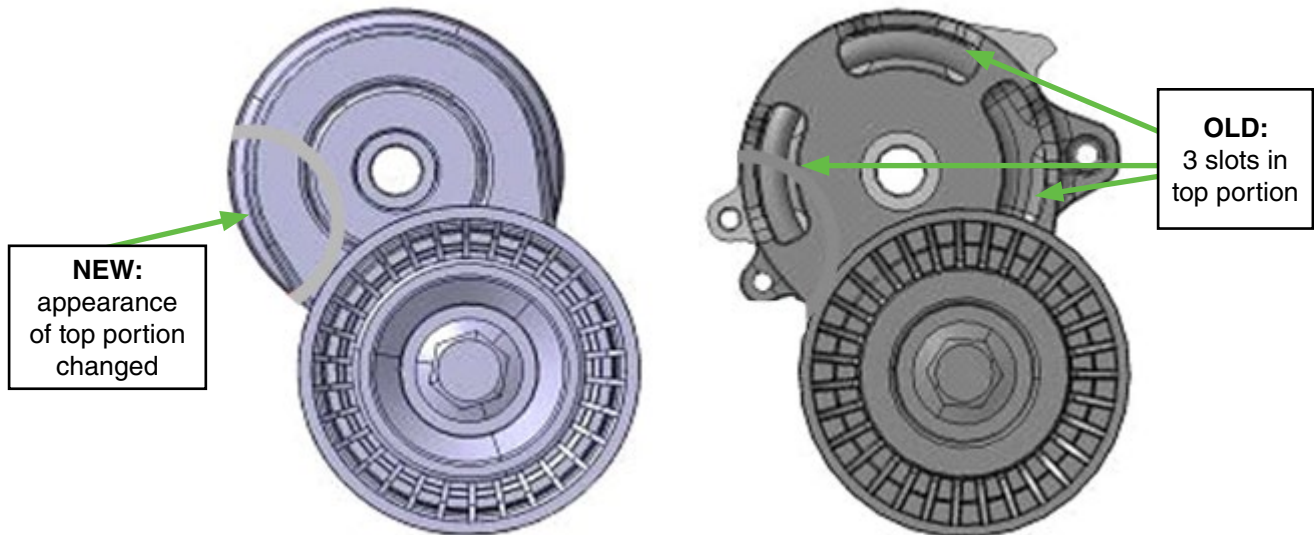
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**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

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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.



## SERVICE PROCEDURE / INFORMATION:

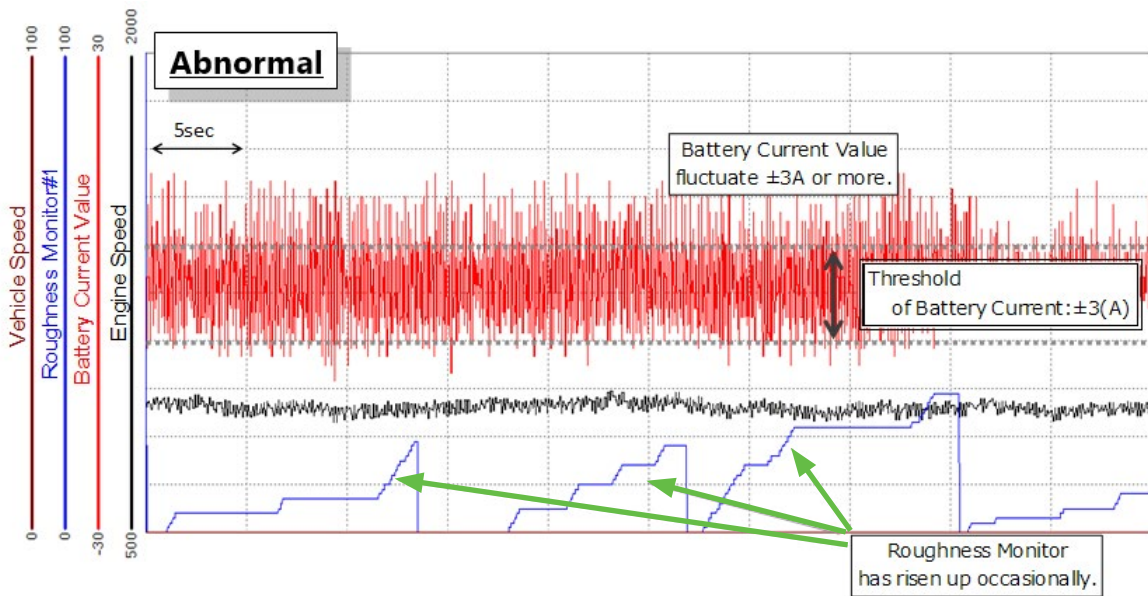
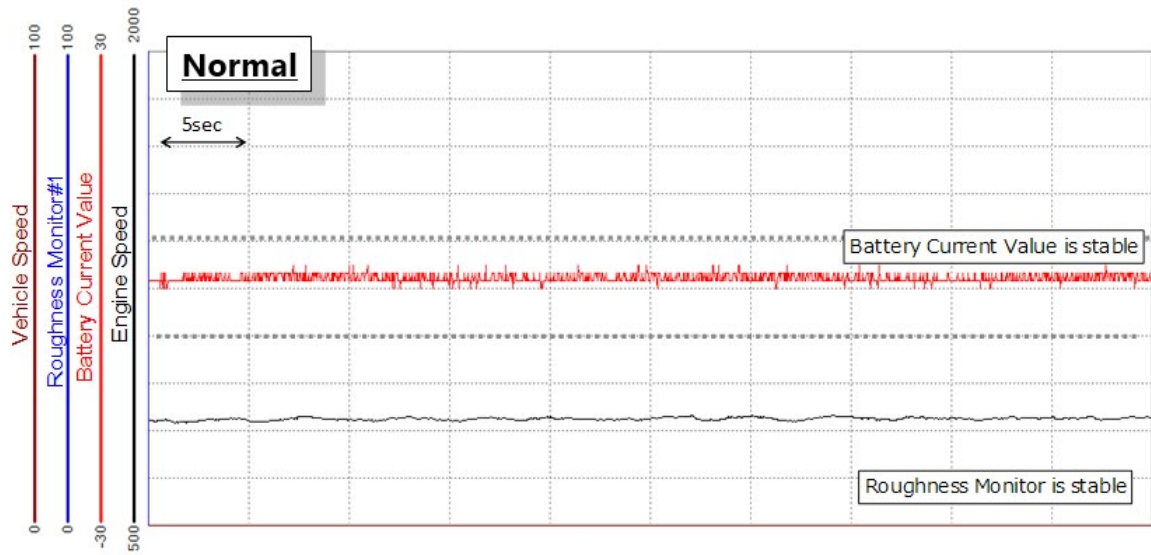
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

Resonance and / or oscillation between the alternator, drive belt and belt tensioner may cause the knock sensor to falsely identify a misfire condition and cause the engine misfire DTC(s) to set. To ensure a proper diagnosis, always determine the root cause of any misfire DTC BEFORE attempting any repairs. Refer to the procedure below for how to diagnose this condition:

- Connect the SSM4 and confirm the condition using the SSM data
- With the CVT in Park or Neutral, confirm the engine is at operating temperature with the idle speed at 700 +/- 100 RPM
- Select the data for Roughness Monitor and Battery Current values
- Select Roughness Monitor for the cylinder misfire DTC(s) stored (pick any cylinder for P0300)
- If a Battery Current value of more than +/- 3A is confirmed AND the roughness monitor value for the cylinder(s) setting the DTC keeps increasing, replace the alternator assembly, v belt and tensioner assembly **as a set** with the new parts listed in the table above.
- The service procedures for replacing the Alternator, Tensioner and V Belt remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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The reference illustrations below show examples of “Normal” and “Abnormal” SSM4 data.



The abnormalities shown above for the Roughness Monitor and Battery Current Value are a result of resonance originating in the alternator pulley and tensioner assemblies. Although any of the listed DTCs may set, there is not an actual misfire of the engine.

When determined necessary to replace the alternator, tensioner and v belt, follow the procedure in the applicable Service Manual.

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**WARRANTY / CLAIM INFORMATION:**

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

Labor Description	Labor Operation #	Labor Time	Fail Code
FORESTER ALTERNATOR REPLACEMENT for P0300 or OTHER ENGINE MISFIRE DTC(s)	A812-234	0.7	FCP-42

**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.