

**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:** 2014-2016MY Forester Models  
 2012-2016 Impreza Models  
 2013-2016 Crosstrek Models  
 2015-2016MY WRX and WRX STI Models

**NUMBER:** 10-86-17R

**DATE:** 01/31/17

**REVISED:** 09/27/18

**SUBJECT:** Blower Motor- Design Change to Address Operating Sound and Fan Speed Control Concerns

**INTRODUCTION:**

A design change was made to the blower motor assembly to address the following customer concerns:

- Blower fan is either inoperative or only operates on high speed.
- Excessive rotational-type sound heard when the fan is operating.

An additional ring of material has been added to the housing to protect the connector portion of the assembly from water intrusion and optimize durability.

**PRODUCTION CHANGE INFORMATION:**

The new blower motor assemblies have been incorporated into production as per the table below:

Vehicle / Model	Starting VIN
WRX / WRX STI	G*822576
Forester	G*488051
Impreza	G*006166
Crosstrek	G*224407

*Continued...*

**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.

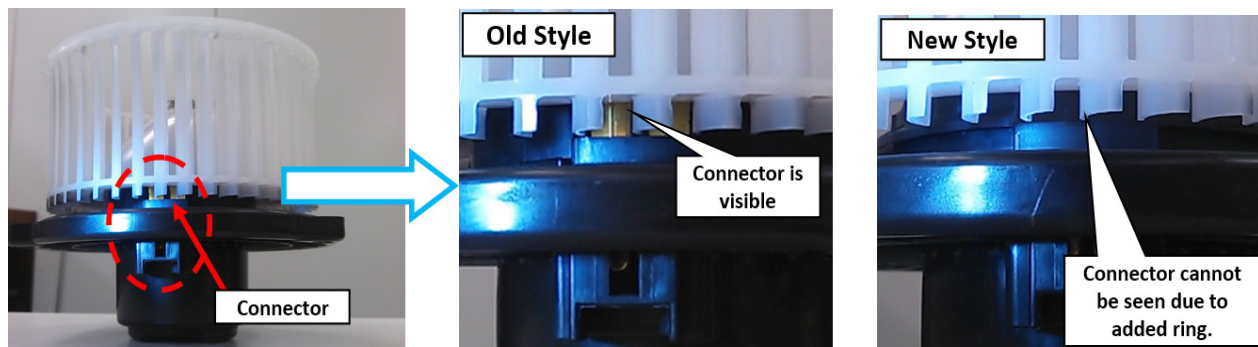
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

## PART INFORMATION:

Description	Part Number	Applicability
MOTOR-BLOWER	72223FJ001	Manual A/C Models Only
RESISTANCE	72226FG001	
BLOWER & COOLING UNIT	72210FJ032	Models w/ Auto A/C

**NOTE:** The Blower & Cooling Unit part numbers above include the new-style blower motor assembly.



## SERVICE PROCEDURE / INFORMATION:

- **On models equipped with MANUAL A/C:**

If the blower fan only operates on high speed, it may be due to an open circuit blower resistor. Follow the troubleshooting chart located in the “Diagnostics with Phenomenon” section of the applicable Service Manual before replacing any parts. If the resistor is faulty, the damage was most likely a result of increased current draw caused by a seized (binding or loud) blower motor assembly. Replace the blower motor assembly and resistor as a set following the service procedure in the applicable Service Manual.

- **On models equipped with AUTO A/C:**

Follow the troubleshooting chart located in the “Diagnostics with Phenomenon” section of the applicable Service Manual before replacing any parts. If the blower motor assembly requires replacement (seized, binding or loud), replace the blower and cooling unit assembly following the service procedure in the applicable Service Manual. If the blower speed cannot be changed normally after replacement, revisit the troubleshooting chart located in the “Diagnostics with Phenomenon” section of 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
MANUAL A/C BLOWER MOTOR AND RESISTOR- REPLACE	A870-243	0.6	UAM-25
AUTO A/C BLOWER & COOLING UNIT- REPLACE	A870-341	0.7	

## 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.