

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: 2017-19MY Impreza

NUMBER: 07-140-18

SUBJECT: DTC U0284, Additional Diagnostics Added

DATE: 10/09/18

INTRODUCTION:

This bulletin announces an additional troubleshooting step to follow when diagnosing a DTC U0284: “LOST COMMUNICATION WITH ACTIVE GRILLE SHUTTER MODULE “A”. Water intrusion into the harness wiring leading to connector B63 for the Active Grille Shutter (AGS) may lead to corrosion of the harness wiring and / or connector terminals and result in a communication loss with the ECM.

PRODUCTION CHANGE INFORMATION:

The installation method of the corrugated plastic harness protection tube was changed to prevent damage starting with the following VINs:

- 4-door: **J3624930**
- Wagon: **J3751997**

SERVICE PROCEDURE / INFORMATION:

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

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.

The AGS harness connector **B63** is located at the end of the AGS assembly in the l/front as shown below.

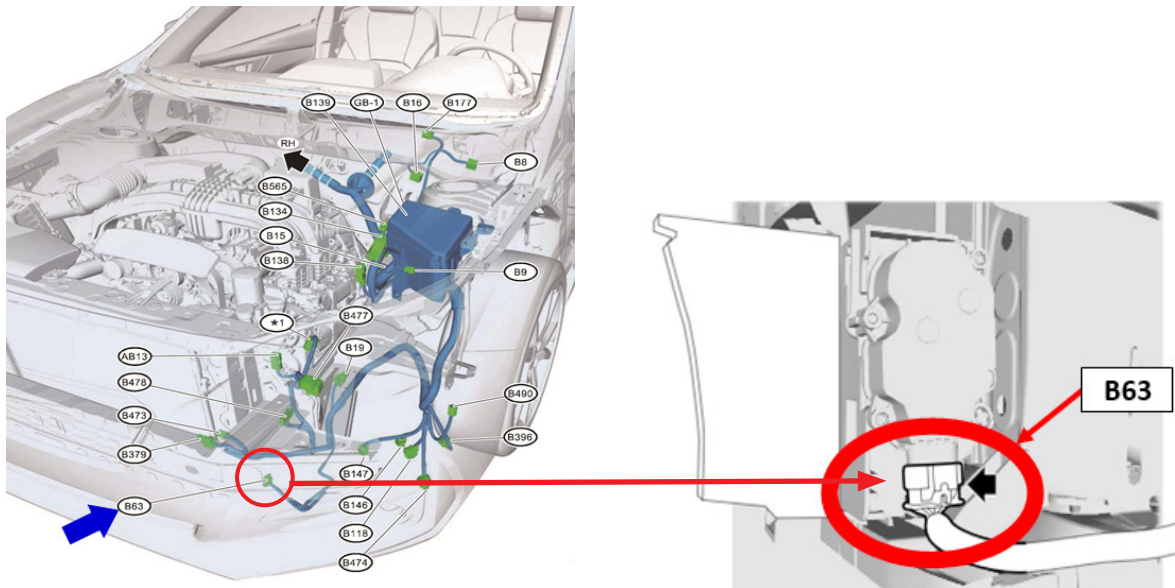
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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.



IMPORTANT: Before proceeding with any other electrical testing as directed by the current Service Manual diagnostics, access and disconnect the AGS harness connector. The photos below show both sides of the harness connection with corrosion present. If corrosion or an open circuit in the wiring is identified, replace both the bulkhead wiring harness and AGS assembly following the procedure outlined in the applicable Service Manual.

NOTE: Do not attempt to repair the wiring or clean the connector terminals. If there is no corrosion in either connector, check the wiring to the harness connector and confirm there is not an open circuit, broken wire as shown below or unexpected high resistance to indicate corrosion in the wiring. If no wiring or connector damage is identified, proceed with electrical testing Steps 3 to 6 as outlined in the applicable Service Manual for DTC U0284.



The related Service Manuals will be updated with this new initial diagnostic step.

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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
ACTIVE GRILLE SHUTTER AND BULKHEAD HARNESS REPLACEMENT FOR DTC U0284	A887-112	7.3	FCF-41

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.