

- 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:** 2017-18MY Forester

**NUMBER:** 15-237-19

**SUBJECT:** Chattering Sound from A/C Compressor

**DATE:** 01/28/19

**INTRODUCTION:**

This bulletin provides a diagnostic procedure for a chattering-type sound originating from the a/c compressor assembly. In the case where a refrigerant leak is identified as coming from the a/c condenser, the level of refrigerant oil may also drop and cause the internal vanes of the compressor to make a chattering-type sound. A new-style A/C condenser has been established with enhanced corrosion resistance.

**NOTE:** Additional information regarding this new a/c condenser is provided in **TSB 15-223-18**.

**PRODUCTION CHANGE INFORMATION:**

The new condenser assembly was incorporated into production starting with **VIN J\*469234**.

**PART INFORMATION:**

The part number for the new condenser assembly is **73210SG011**.

**SERVICE PROCEDURE / INFORMATION:**

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

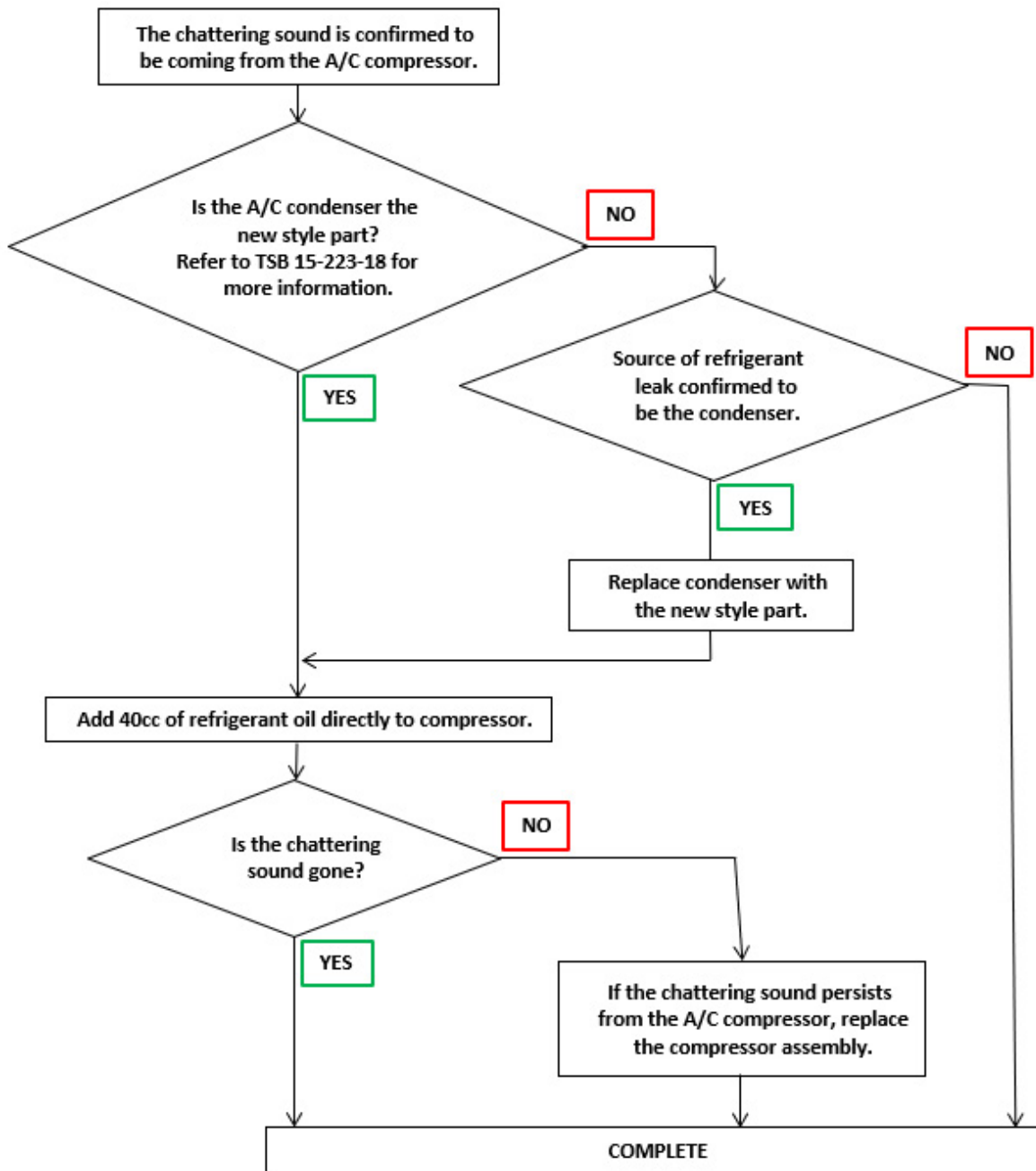
The service procedures for diagnosis and replacement of the a/c condenser remain unchanged. A new procedure for adding refrigerant oil directly to the compressor is provided below. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service 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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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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 style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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See the Flow Chart below for the diagnostic and Service Procedures and additional instructions.



When adding oil directly to the compressor there are two (2) methods:

**Method 1:**

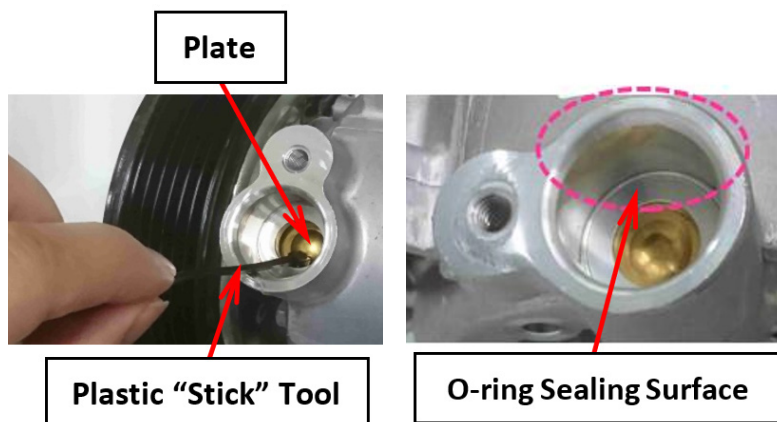
Evacuate the A/C system completely.

- Remove the low-side hose from the compressor.
- Use a small PLASTIC (no small screw drivers or wooden toothpicks) stick (e.g. a modified plastic trim stick or mixing “swizzle” stick), to LIGHTLY press on the spring-loaded metal (brass-colored) plate in the base of the compressor’s low side hose orifice. This plate acts as a check valve and the spring holding it closed is very low-tension.

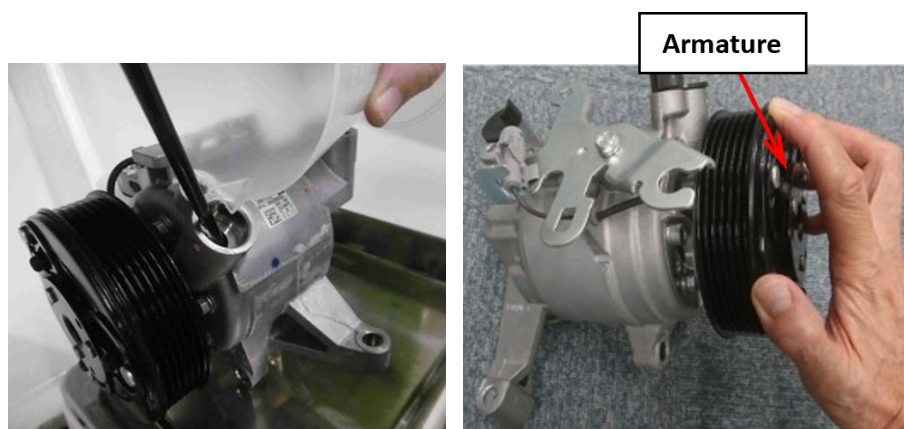
**IMPORTANT: BE CAREFUL** to not scratch the low-side hose o-ring sealing surface.

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**NOTE:** Unless it is being replaced, A/C compressor removal is **NOT** necessary for this repair. The photos provided below for reference show the compressor assembly removed.



- **CAREFULLY** add the measured amount (40cc) of refrigerant oil. Turn the armature of the compressor **CLOCKWISE** while filling as needed.



- Refit the low-side hose assembly **ALWAYS** using a **NEW** o-ring. Torque the retaining bolt to 10 NM (7.4 ft. lbs. or 89 inch-pounds).
- Recharge the A/C system following the applicable Service Manual procedure.

### Method 2:

Use of a readily available "injector" tool (which in most cases), eliminates the need to evacuate and recharge the A/C system. The injector body is filled with the specific amount of oil then injected (like a regular syringe) into the compressor through the low-side service fitting which is also part of the tool.

**CRITICAL CAUTIONS:** Use ONLY a tool labeled for R134A refrigerant systems (e.g. Robinair #16256). Using a tool designed or labeled for R1234YF systems will result in contaminated refrigerant oil and extensive damage to the A/C system. In addition, **NEVER** try to "flush" a tool previously used for injecting a different type of refrigerant oil or UV inspection dye so it can be used on a R134A system.

**VERY IMPORTANT:** ALWAYS follow ALL the tool manufacturer's instructions and CAUTIONS closely.



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Once the refrigerant oil has been added (using Method 1 or 2):

- Start the engine and allow it to idle for about 5 minutes with the system set to:
  - VENT
  - Temperature set to FULL COOL
  - Recirculate ON
  - Fan speed HIGH
- Confirm normal A/C operation to complete the procedure.

**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
1)- CHATTER SOUND VERIFIED, NEW-STYLE CONDENSER INSTALLED, ADD 40cc OF PAG OIL, CHATTER SOUND GONE	A014-213	EVACUATE, ADD OIL, RECHARGE- 1.1	DTB-02
	A014-243	INJECT OIL- 0.5	
2)- CHATTER SOUND VERIFIED, NEW-STYLE CONDENSER INSTALLED, ADD 40cc OF PAG OIL, CHATTER SOUND PERSISTS, REPLACE COMPRESSOR (INCLUDES EVAC. / CHARGE TWICE)	A014-333	EVACUATE, ADD OIL, RECHARGE- 2.1	
	A014-323	INJECT OIL- 1.5	
3)- CHATTER SOUND VERIFIED, OLD-STYLE CONDENSER INSTALLED / LEAKING, REPLACE CONDENSER, ADD 40cc OF PAG OIL, CHATTER SOUND GONE	A014-241	1.4	
4)- CHATTER SOUND VERIFIED, OLD-STYLE CONDENSER INSTALLED / LEAKING, REPLACE CONDENSER, ADD 40cc OF PAG OIL, CHATTER SOUND PERSISTS, REPLACE COMPRESSOR (INCLUDES EVAC. / CHARGE TWICE)	A014-214	2.2	

**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.