

To: All Authorized 2019 Subaru Crosstrek Hybrid Retailers

From: Subaru of America, Inc. – Service Department

Date: August 15, 2019

Re: ***Crosstrek Hybrid Air Conditioning System Compressor Oil***

Authorized Subaru Crosstrek Hybrid Retailers who participated in the Mahle R-134A Hybrid AC unit and manual oil injector purchase program were shipped the incorrect type of compressor oil.

The Crosstrek Hybrid utilizes the same R-134a refrigerant as most all Subaru models built since 1994. While the refrigerant is commonly used, the compressor oil for the Crosstrek Hybrid is a special non-conductive POE electronic compressor oil.

The PAG oil shipped with the manual oil injector should never be used in the Crosstrek Hybrid.

The 2019 Crosstrek Hybrid’s air conditioning compressor is powered by the high voltage battery; while unlikely, there is risk of serious shock or death when working on the system should cross-contamination of lubrication oils occur.

A bottle of the correct POE oil (MAHLE Part #0118006100 OIL CARTRIDGE 4 OZ POE HYBRID OIL) will be shipped free of charge to every affected retailer.

If you have questions, please contact Subaru Service Operations at serviceoperations@subaru.com.

