

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: 2019-20MY Ascent (Touring Model)
SUBJECT: Front Seat Ventilation Blower Motors

NUMBER: 10-94-19
DATE: 08/29/19

INTRODUCTION:

This bulletin announces a change made to blower unit assemblies used for front seat cushion and backrest ventilation. The change was made in response to a small number of customer concerns regarding vibration and excessive airflow-type sound levels.

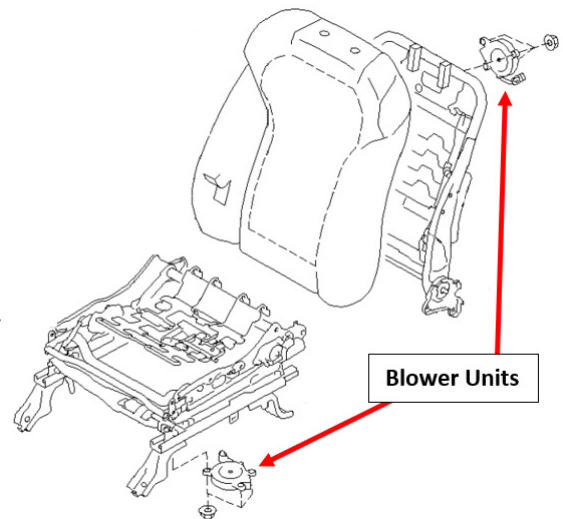
PRODUCTION CHANGE INFORMATION:

The new blower units have been incorporated into production starting with VIN **L3404021**.

PART INFORMATION:

The part number for the new blower unit is **64102XC00B**.

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.



SERVICE PROCEDURE / INFORMATION:

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

The service procedures for replacing the blower units 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.

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.

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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 Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
RH SEAT BACK VENTILATION MOTOR R&R	B870-351	0.7	UVG-25
RH SEAT BOTTOM VENTILATION MOTOR R&R	B870-361	0.5	UVI-25
LH SEAT BACK VENTILATION MOTOR R&R	B870-252	0.6	UVH-25
LH SEAT BOTTOM VENTILATION MOTOR R&R	B870-262	0.4	UVJ-25

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.