

**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:** 2017-20MY Impreza  
 2018-20MY Crosstrek  
 2018-20MY Crosstrek Hybrid (PHEV)

**NUMBER:** 09-72-20

**DATE:** 07/31/20

**SUBJECT:** Intake Manifold / Tumble Generator Valve (TGV)-  
 Design Change

### INTRODUCTION:

This bulletin announces availability of new intake manifold assemblies. These new manifolds include enhanced TGV assemblies to address related DTCs which may set as a result of lubricant contained within the actuator component of the TGV leaking and being drawn into the engine. Over time, the TGV operation can become erratic and cause any of the following TGV related DTC(s) to set: P2004, P2005, P2006, P2007, P2009 and / or P2012. The internal sealing of the TGV actuator assembly has been optimized to eliminate lubricant leakage into the engine. Since the TGV component is not serviced separately, the intake manifold assembly must be replaced when a failure is confirmed.

### PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with starting VIN numbers for the production change when they become available.

### PART INFORMATION:

Description	Part Number	Application
MANIFOLD COMPLETE- INTAKE	14001AC501	Crosstrek & Impreza
	14001AC631	Crosstrek Hybrid (PHEV)

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

**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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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for Intake Manifold replacement 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, every time. This includes but is not limited to, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, Powertrain, an applicable Emission Warranty period or covered by an active Subaru Added Security Powertrain, Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Vehicle Model	Labor Time	Fail Code
OBDII TGV ACTUATOR, BOTH R&R <b>NOTE:</b> Labor times include testing & diagnosis, Select Monitor use and test drive.	A455-534	Impreza	1.8	DCF-43
		Crosstrek		
		Crosstrek PHEV		

## 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.