

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 INFORMATION BULLETIN

APPLICABILITY: 2020-21 Legacy and Outback **NUMBER:** 12-307-21
SUBJECT: Windshield Washer Nozzle and Hose- Design Changes **DATE:** 01/12/21

INTRODUCTION:

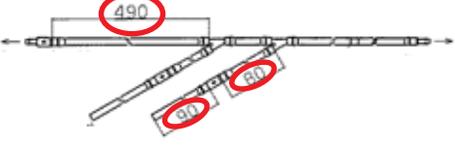
This Service Information Bulletin announces changes to the configuration of the windshield washer hose and nozzle assemblies. The changes have been made to enhance efficiency during vehicle production. Comparison illustrations between the old and new are provided in the Parts Information section below.

PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with starting VIN information when it becomes available.

PART INFORMATION:

NOTE: The numbers circled in red are length dimensions in millimeters.

		NEW Parts	OLD Parts
NOZZLE AND HOSE ASSEMBLY	DRIVER R/H Side	86640AN02A 	86636AN00A  Individual Nozzle
	PASSENGER L/H Side	The NEW part has a 70mm (2 ¾") long hose pigtail. Same part used for both the Driver and Passenger side.	86640AN01A  Nozzle has a 100mm (4") hose pigtail.
HOSE ASSEMBLY WASHER UPPER	Note the configuration changes between OLD and NEW parts.	86655AN14A  Has YELLOW tape identifier	86655AN13A  Has WHITE tape identifier

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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IMPORTANT: The above 3 individual component items have NO interchangeability but there is interchangeability when the nozzles and hose assembly is replaced as a set.

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 washer nozzle and hose assembly 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 important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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.