

Subarunet Announcement

To: All Subaru Retailers
From: Subaru of America, Inc.
Date: February 3, 2021

Subject: WRF20 – Impreza A/C Pipe Replacement Service Program

Owner Notification
Owner notification letters will be mailed on February 8, 2021.

In the interest of customer satisfaction, Subaru of America, Inc. (Subaru) is initiating a service program to replace the air conditioning pipe in certain 2019 model year Impreza vehicles.

REASON FOR THIS SERVICE PROGRAM

The sealing surface of the air conditioning pipe in the affected vehicles may be too rough, which may allow refrigerant to leak out. If this condition exists, the air conditioning system may not provide sufficient cooling.

Affected Vehicles

The number of U.S. vehicles included in this service program is 8,458.

Not all vehicles listed below are included in this service program. Coverage for all affected vehicles must be confirmed by using the Vehicle Coverage Inquiry function on subarunet.com. This information is now available.

Model Year	Carline	Production date range
2019	Impreza	January 4, 2019 – March 8, 2019

Description of the Repair

Subaru retailers will replace the air conditioning pipe in the affected vehicles at no charge to the customers.

Retailer Responsibility

Any vehicles listed in any recall or campaign that are in retailer stock must be:

- Immediately identified
- Tagged or otherwise marked to prevent their delivery or use prior to repair
- Repaired in accordance with the repair procedures outlined in the Bulletin

Retailers are to promptly perform the applicable service procedures, to correct all affected vehicles in their inventory (new, used, demo & SSLP). Additionally, whenever a vehicle subject to this service campaign is taken into inventory or in for service, necessary steps should be taken to ensure the repair has been made before selling or releasing the vehicle.

Service and Claim Instructions

Please refer to the WRF-20 Service Program Bulletin on STIS for detailed information.