

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: 2019-21MY Forester

NUMBER: 07-191-21

SUBJECT: DTC P257E / Hood Lock Assembly - Design Change

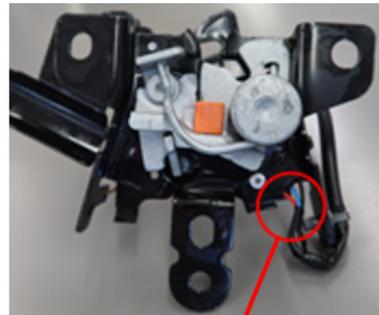
DATE: 03/04/21

INTRODUCTION:

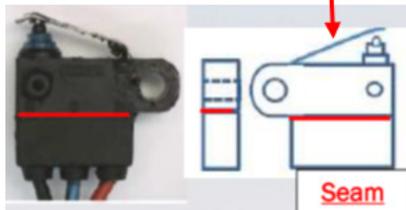
This bulletin announces a design change made to the front hood lock (latch) assembly. The change involves the lock’s micro-switch component which is not serviced separately. The previous micro-switch incorporated a seam which may be compromised by prolonged exposure to highly corrosive conditions (e.g. areas with heavy road salt use). If corrosion penetrates into the internal switch contacts, a DTC P257E: ENGINE HOOD SWITCH CIRCUIT LOW may set causing the Auto Start-Stop system warning lamp to illuminate. In addition, customers may report their remote engine start (RES) will not function. This report may be associated with either the accessory remote version or the STARLINK mobile app version of RES. The new assembly uses a seamless type micro-switch which is impervious to corrosion. OLD and NEW comparison images are supplied below.



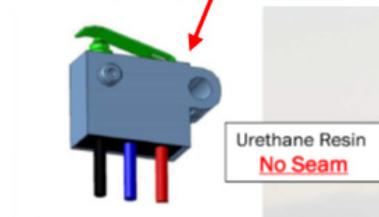
OLD



NEW



“Seam” Type Switch



“Seamless” Type Switch

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.

Subaru of America, Inc. is ISO 14001 Compliant

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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PRODUCTION CHANGE INFORMATION:

The new hood lock assembly was incorporated into production starting with VIN **MH473384**.

PART INFORMATION:

The new LOCK ASSEMBLY-FRONT HOOD part number is: **57310SJ032**.

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 hood lock assembly replacement and hood adjustment remain unchanged. Always refer to STIS and review the full requirements of the repair being performed. The Service Manual procedures contain important information critical to performing an effective repair the first time, every time.

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
HOOD LATCH R&R	A915-111	0.3	SBQ-21

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.