

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: 10-103-21

SUBJECT: Evaporator Core Drain / Water Sloshing Sound When Turning

DATE: 11/15/21

INTRODUCTION:

This bulletin announces a design change made to the evaporator core insulation. A customer may experience a “water sloshing-type” sound when turning the vehicle with the blower motor and A/C system operating. The new insulation has additional drainage to improve water flow. If the sound is duplicated, replace the insulation with the new part.

PRODUCTION CHANGE INFORMATION:

The production change information is **TBD**.

PART INFORMATION:

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

| Part Description | Part Number |
|-------------------------|-------------|
| PACKING-EVAPORATOR CORE | 72133FL061 |
| SEAL O RING | 73039AA080 |
| SEAL O RING | 73039AA100 |



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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SERVICE PROCEDURE / INFORMATION:

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

STEP 1) The work procedure for removing and installing the evaporator has not changed. Refer to the applicable Subaru Service Manual: Heater & Air Conditioner/Ventilator > AIR CONDITIONER > Evaporator.

NOTES:

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Always relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, the position must also be noted and relearned.
- As with any repair to the A/C system, confirm proper A/C performance as per the applicable Service Manual before and after any repair is made.

STEP 2) Submerge the insulated portions of the evaporator into a suitable container of water. A five gallon bucket or storage bin can be used. Make sure the evaporator insulation is fully submerged for 5 minutes. This will allow the adhesive to soften. **DO NOT** let any water enter the evaporator.



STEP 3) Remove the evaporator from the water after 5 minutes.



STEP 4) **CAREFULLY** remove the evaporator core insulation. Any remaining residue from the original adhesive is acceptable once it is completely dry.

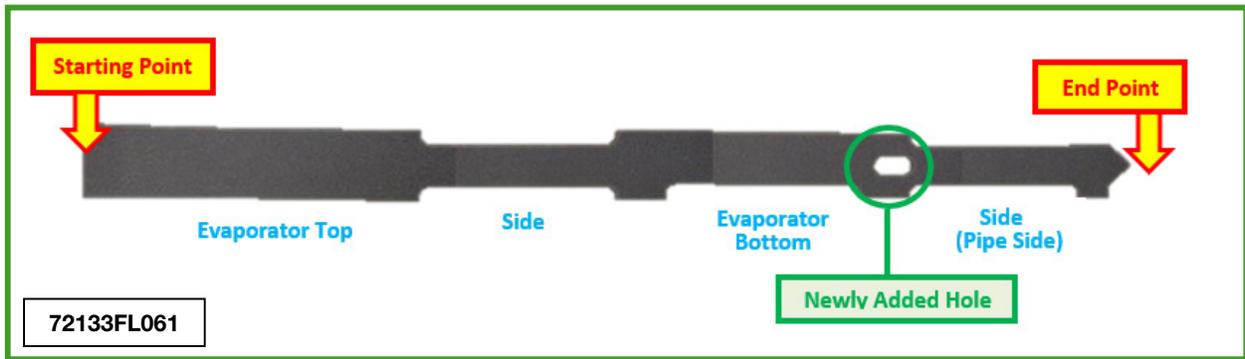
IMPORTANT NOTE: The connector insulation is overlapped by the evaporator core insulation. Use **CAUTION** when working in this area so the connection insulation is not damaged.

Connector Insulation

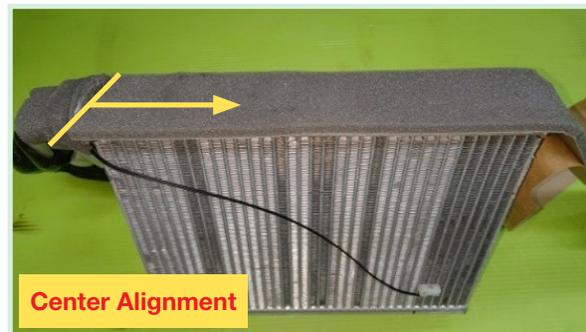


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STEP 5) Install the new evaporator core insulation onto the evaporator.



- Start from the connector insulation side of the evaporator top surface. Make sure the insulation is center aligned with the evaporator.

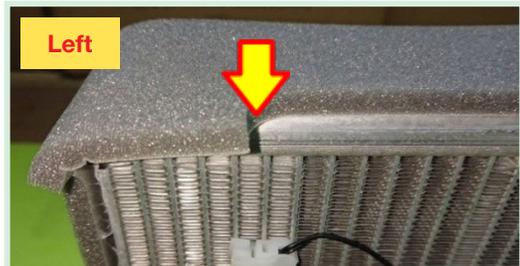


- Continue wrapping the insulation around the side surface of the evaporator while maintaining a center aligned installation.



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- Continue wrapping the insulation to the bottom surface of the evaporator. Align the surface edge of the evaporator with the edge of the insulation. The grooved edge portions of the insulation should line up with the 5th row of fins on the evaporator at both ends.



- Continue wrapping the insulation to the pipe side surface of the evaporator. Be sure to align the insulation centered onto the evaporator. Tuck the end portion of the insulation under the connector insulation as shown below.



IMPORTANT NOTE: Make sure the lead wire is routed toward the end between the connector insulation and the evaporator insulation.



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STEP 6) Reinstall the evaporator. Refer to the applicable Subaru Service Manual: Heater & Air Conditioner/Ventilator > AIR CONDITIONER > Evaporator.

IMPORTANT NOTE: Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|--------------------------------|-------------------|------------|-----------|
| EVAPORATOR CORE PACKING R&R | B014-512 | 5.0 | YLG48 |
| EVACUATE & RECHARGE A/C SYSTEM | C010-101 | 1.5 | |

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.