

- 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-**22**MY Forester **NUMBER:** **10-100-21R**
SUBJECT: A/C Compressor- Manufacturing Procedure Change **DATE:** 01/28/21
REVISED: **11/14/22**

INTRODUCTION:

This bulletin announces availability of a new variable displacement type A/C compressor designed to address a small number of customer concerns regarding an excessive sound heard when the system is OFF. The assembly process for the compressor has been changed to prevent occurrence of the condition.

PRODUCTION CHANGE INFORMATION:

The new compressor assembly was incorporated into production starting with VIN **NH449077**. **Production Number inspection is required on all vehicles within the model year range.**

PART INFORMATION:

The part number for the new compressor assembly is **73111SJ030**.

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.

After confirming the condition with the A/C system OFF, the production date located on the compressor label must be verified using the illustration below.



IMPORTANT: The NEW part CANNOT be identified by the Part Number. The production date code located on the compressor must be used. In this example (**112835535**), the “1” indicated the production year as 2021 (a “9” would be 2019, etc.). The next 2 digits, “12” indicate December as the production month (“01” would be January, etc.).

The starting date code / Serial Number for the new compressors is: **0087064586** and after.

1 = Production Year (2021)
12 = Production Month (December)
835535 = Serial Number

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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After confirming the customer's sound concern AND the label Serial Number is determined to be **BEFORE 0087064586**, proceed with replacing the A/C compressor assembly following the procedure in the applicable Service Manual.

The service procedures for A/C compressor 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 important SAFETY precautions, 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 Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
A/C COMPRESSOR ASSEMBLY REPLACE	B014-001	0.5	DSB-25
EVACUATE & RECHARGE	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.