

- 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: 2020-24MY Legacy & Outback
2019-23MY Ascent

NUMBER: 12-252-23

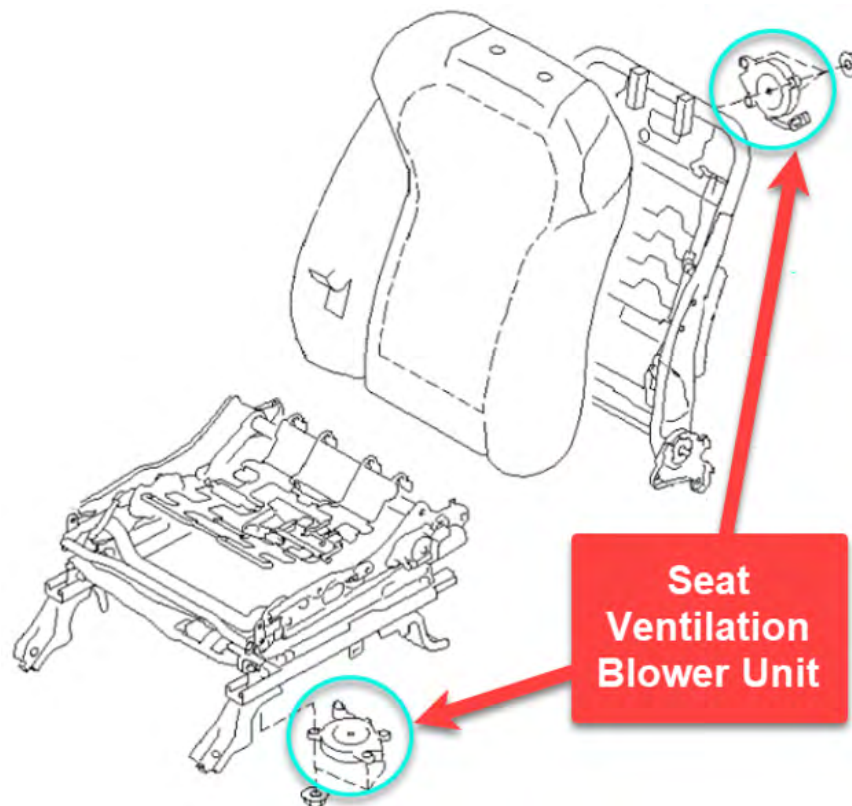
DATE: 10/19/23

SUBJECT: Seat Ventilation Blower Unit /
Vibration-Type Sound

REVISED: 10/25/23

INTRODUCTION:

This bulletin announces the availability of new seat ventilation blower units. The units have been redesigned with added rigidity and fitted with a vibration-absorbing sheet to address some cases of a vibration-type sound emitting from the blower unit during seat ventilation operation. If this sound is duplicated, replace the associated seat ventilation blower unit with the new part(s).



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 seat ventilation blower units were incorporated into vehicle production as per the table below.

Model	Starting VIN
LEGACY	R3008887
OUTBACK	R3141358
ASCENT	P3453372

PART INFORMATION:

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

Part Description	Part Number
POWER UNIT BLOWER	64102XC01C

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for the seat ventilation blower units 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.

Refer to STIS: Body & Electrical/WIRING SYSTEM > SEATS > Front Seat

WARRANTY / CLAIM INFORMATION:

Always refer to the Labor Time Guide for the most up-to-date labor description, operation, flat rate time, and fail code 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
RH SEAT BACK VENTILATION MOTOR R&R	B870-351	0.7	UVG-25
RH SEAT BOTTOM VENTILATION MOTOR R&R	B870-361	0.5	UVI-25
LH SEAT BACK VENTILATION MOTOR R&R	B870-252	0.6	UVH-25
LH SEAT BOTTOM VENTILATION MOTOR R&R	B870-262	0.4	UVJ-25

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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 refer to the Labor Time Guide for the most up-to-date labor description, operation, flat rate time, and fail code information.
- 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.