

**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:** 2017-20MY Impreza  
 2018-21MY Crosstrek  
**SUBJECT:** Radiator Coolant Seepage

**NUMBER:** 09-73-20R  
**DATE:** 10/27/20  
**REVISED:** 05/14/24

**INTRODUCTION:**

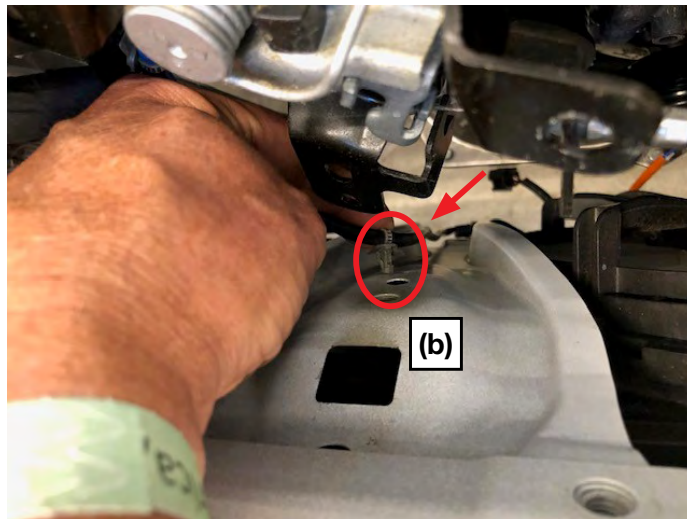
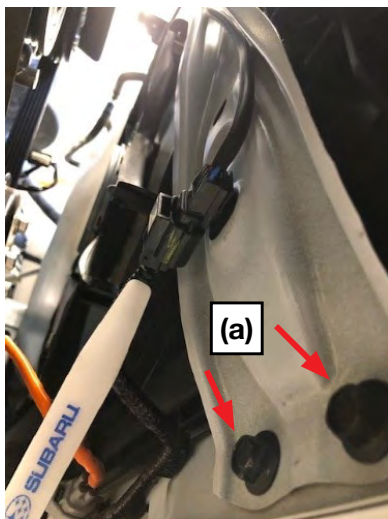
This bulletin provides a revised service procedure to follow when repairing minor coolant seepage identified to be coming from the air plug at the top of the radiator. If the air plug is not sufficiently tightened, the O-ring on the plug may not seat properly and compress, resulting in coolant seepage in cold weather. The repair involves replacing the **air plug 90-180 degrees or more.**

**SERVICE PROCEDURE / INFORMATION:**

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

**IMPORTANT:** Do not perform this repair unless coolant is seepage from the air plug is confirmed.

1. Raise the vehicle and remove the engine undercover.
2. Remove the 2 lower bolts of the radiator upper frame (a). Disconnect the hood latch sensor connector and remove harness clip (b) from the frame as shown.



**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.

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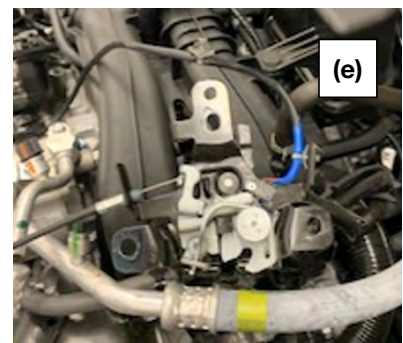
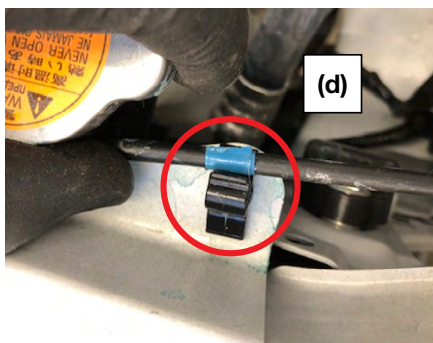
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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3. Remove the air intake duct leading to the air filter housing.
4. Remove the upper cover.

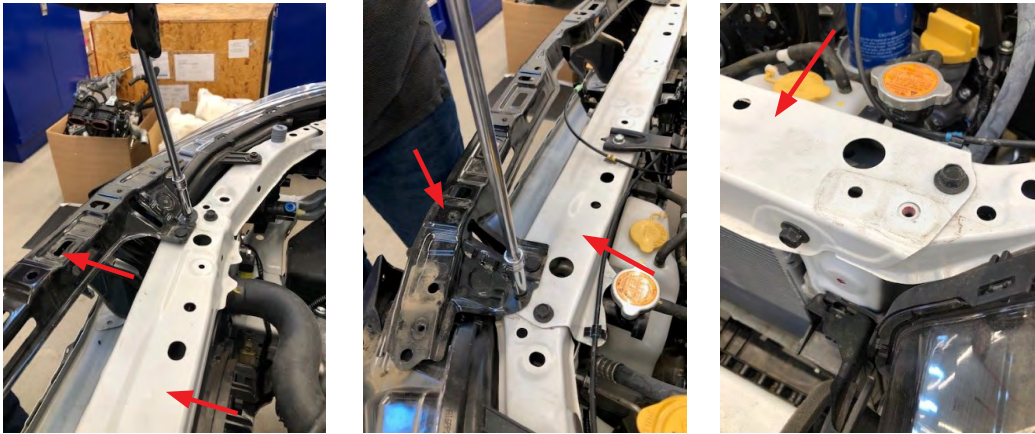


5. Remove all the retaining clips for the related splash shields, upper & lower bumper clips, and the 6 top retaining bracket bolts. **CAREFULLY** disengage the claws securing the bumper cover to the mounting brackets under the headlights to release and remove the bumper cover (fascia) assembly. **NOTE:** To reduce the chances of damage, it is **STRONGLY RECOMMENDED** to use a helper for this step and again during reinstallation. **CAUTION:** While the bumper cover assembly is removed, do not lean on or put any weight against the gray Styrofoam bumper cushion as its retaining tabs are very fragile.
6. Release the hood latch cable (**d**) from the upper radiator frame then remove the latch assembly (3 bolts and a retaining clip at the bottom) from the radiator upper frame and set on the engine as shown (**e**).

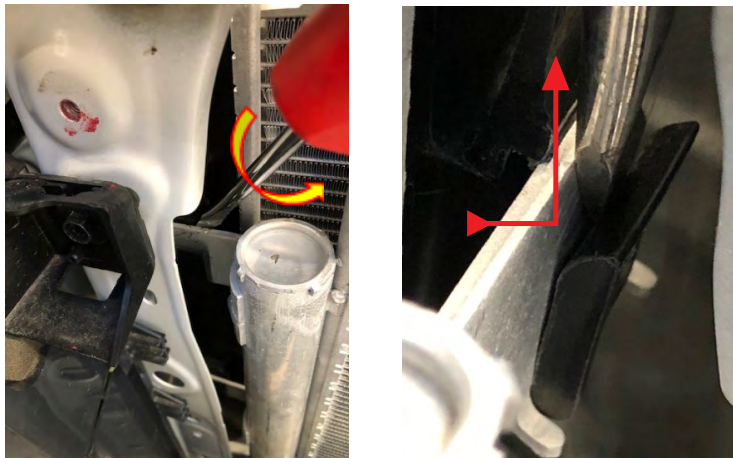


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7. Remove the upper bumper cover retaining bracket and radiator upper frame to access the a/c condenser and radiator assembly.

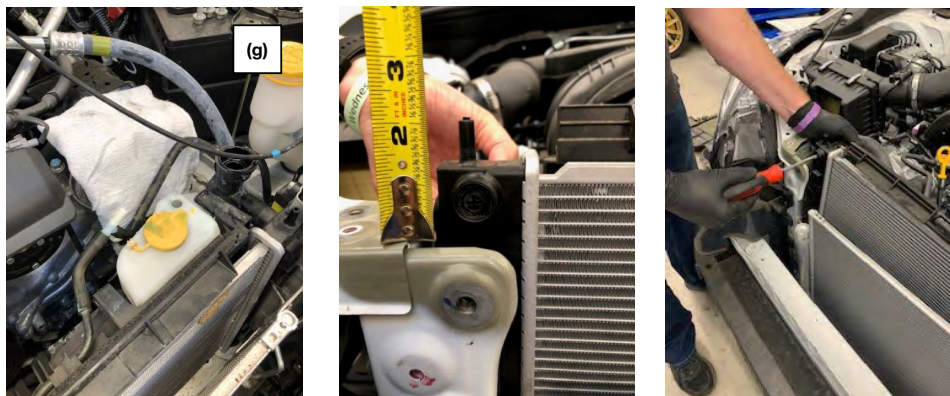


8. Using a flat-blade screwdriver, **CAREFULLY** twist **ONLY AS MUCH AS NEEDED** to release and separate the A/C condenser forward and upward from the radiator. Raise the condenser enough to keep the retaining clip from re-locking then release the opposite side. Once both sides are released, raise the condenser straight up enough to free it from the radiator then rest it on bumper beam.



9. Lift the radiator **STRAIGHT UP** only enough to free it from the lower grommets then raise the right (passenger side) of the radiator up **APPROXIMATELY 1 INCH** which is enough to access the air plug. **Tighten the air plug 90-180 or more degrees using a screwdriver or offset ratchet driver.**

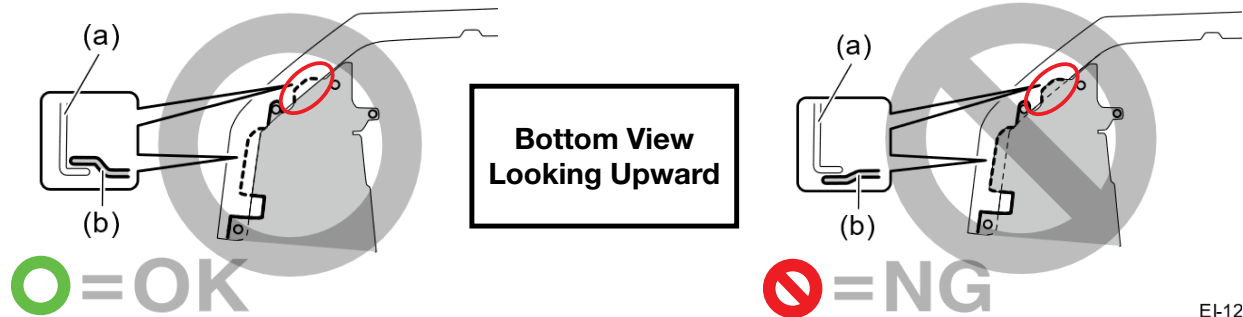
**IMPORTANT:** Fold up a clean shop cloth and insert it between the oil filter / housing and the back of the reservoir tank (g) to act as a protective cushion as shown below.



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**10.** Re assemble the vehicle in reverse order of disassembly following the procedures in the applicable Service Manual.

**TIP:** When reinstalling the lower (horizontal) splash guards located ahead of the front tires, make sure the front edge (flap) (b), except for the clip attachment point, is **inside** (above) the bumper face (a).



EI-12

**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
TIGHTEN RADIATOR AIR PLUG	B228-186	0.8	CEU-35
COOLING SYSTEM PRESSURE TESTING & DIAGNOSIS	C228-001	0.3	

**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.