

**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:** 2017-22MY Impreza  
 2018-23MY Crosstrek  
 2019-23MY Forester  
 2022MY WRX

**NUMBER:** 07-221-23R

**DATE:** 08/31/23

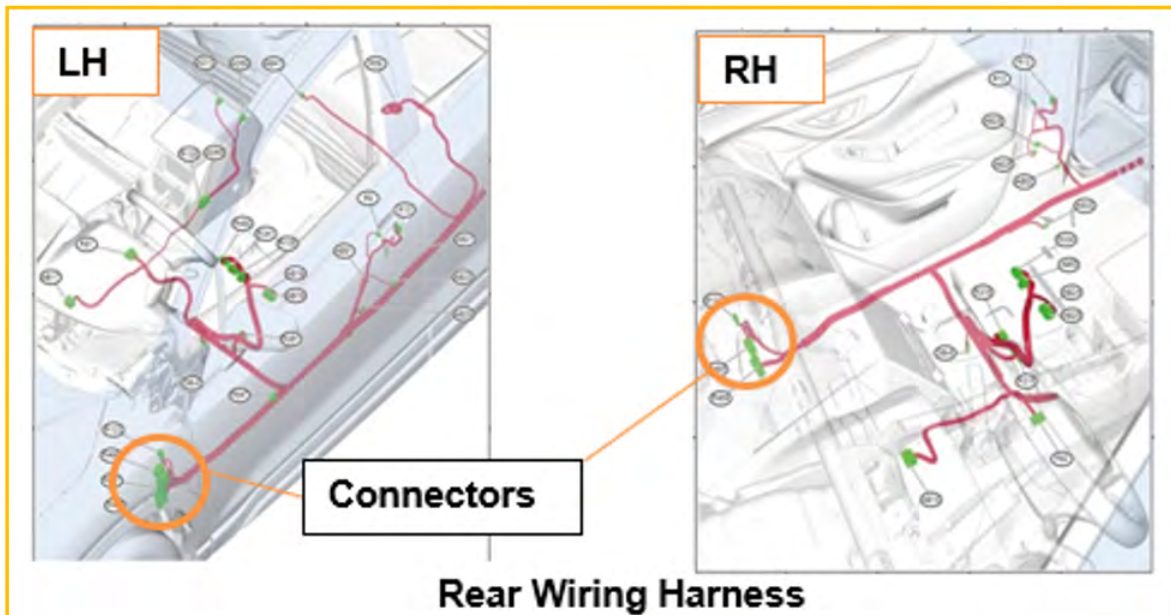
**REVISED:** 06/24/24

**SUBJECT:** Instrument Panel Wiring Harness & Rear Wiring Harness – Connector Corrosion

**INTRODUCTION:**

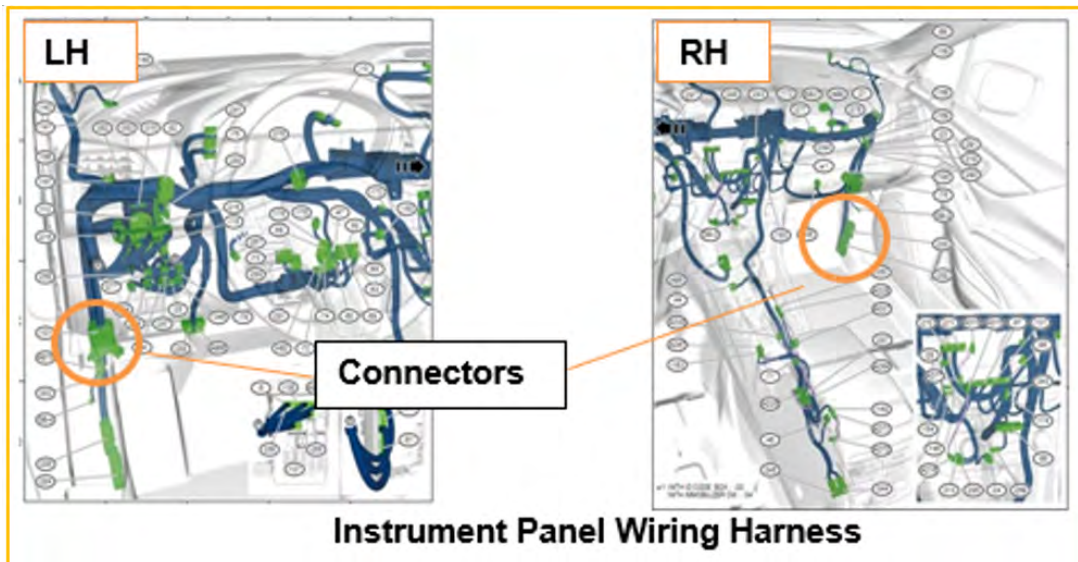
This bulletin announces the repair procedures when corrosion is encountered within the instrument panel wiring harness and the rear wiring harness connectors. The corrosion is typically found in the footwell area as a result from moisture such as rain, snow, ice, and salt water being brought in from driver and/or passenger footwear. Corrosion in this area can cause multiple electrical malfunctions such as warning indicators and/or incorrect door position detection. If corrosion is found within this area(s), replace the affected wiring harness and perform the added procedure detailed below using the new repair kit. The purpose of the repair kit is to isolate the connections from any moisture damage.

**WIRING HARNESS DETAIL INFORMATION:**

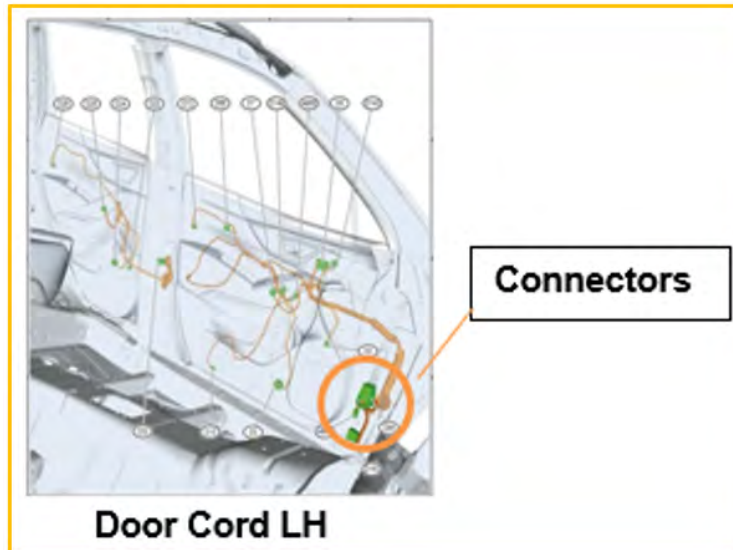


<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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**IMPORTANT:** The left front door cord harness can only be affected on Forester models with seat memory.



### Connector Details

**LH**

1  
2  
3

Connector structure for **ONLY** the driver's side of Forester with Seat memory

**RH**

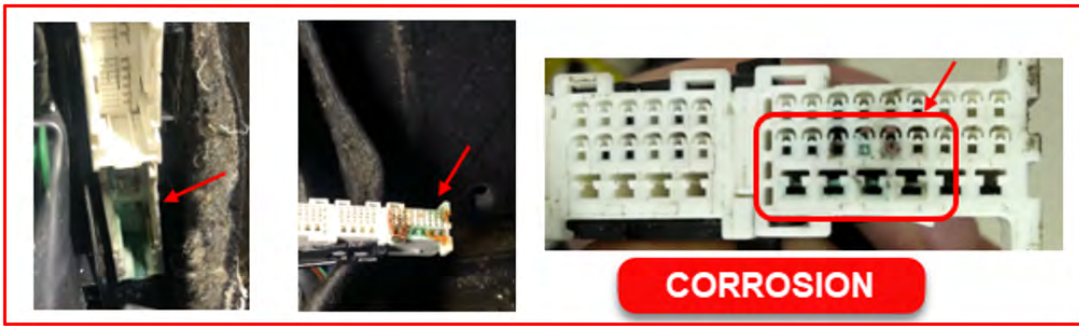
2  
3

Connector structure for others

1. Door Cord LH and Rear Wiring Harness Connector
2. Instrument Panel Wiring Harness and Rear Wiring Harness Connector
3. Instrument Panel Wiring Harness and Rear Wiring Harness Connector

*Continued...*

## EXAMPLES OF CORROSION:



## PART INFORMATION:

There have been no changes to the wiring harnesses. The new repair kit and outlined procedures **MUST** be applied when replacing the affected harnesses for corrosion intrusion.

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

Part Description	Part Number
REPAIR PARTS	81990SJ01A

Contents of the Repair Kit

- Printed instructions.
- Three sizes of the waterproof sheeting (t=3mm) x 5. The backside of the sheeting is adhesive.

**Large × 2**

①

**Mid × 2**

②

**Small × 1**

③

NOTE: The small size is used only for Forester with seat memory.

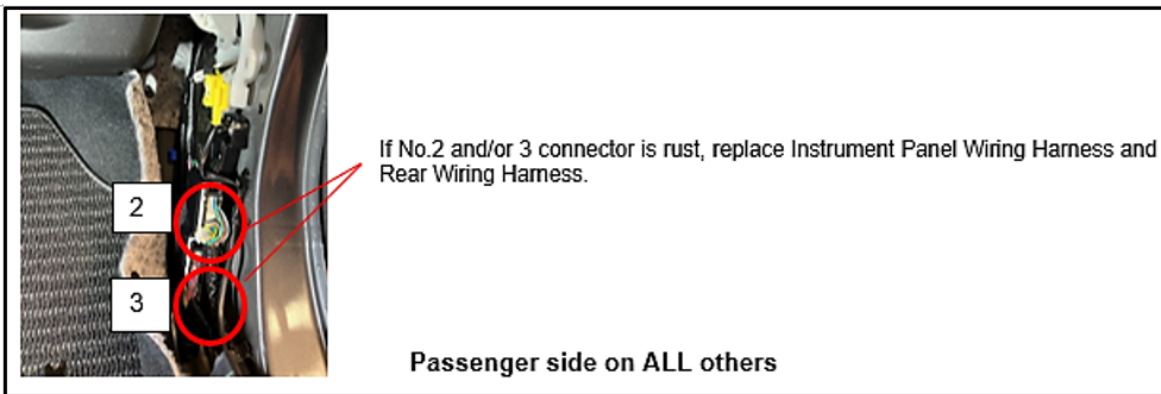
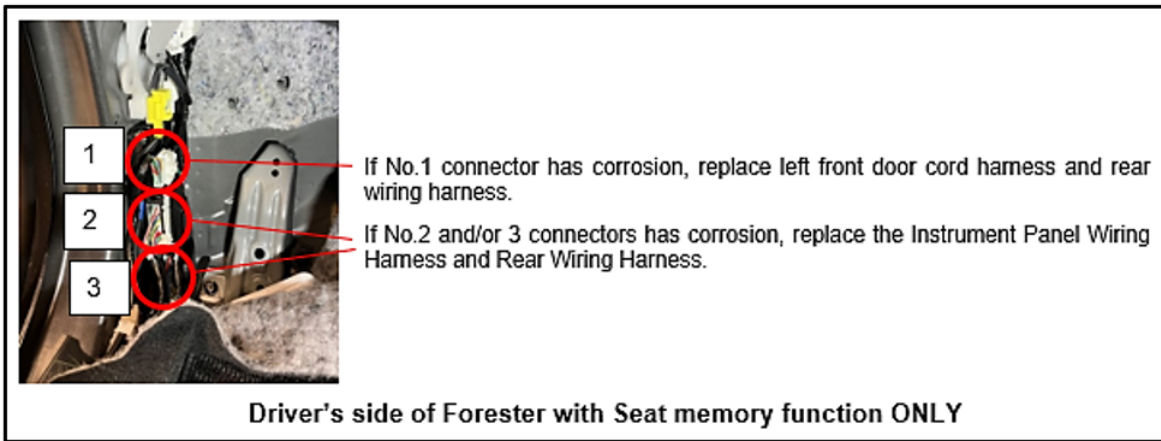
## SERVICE PROCEDURE / INFORMATION:

Perform the following inspection procedures if moisture is suspected to be present within the connectors of the instrument panel wiring harness, rear wiring harness, and/or left front door cord (Forester with seat memory **ONLY**).

**STEP 1:** Remove the lower inner trim panel on the side of the vehicle with suspected corrosion. Expose the connections and confirm if corrosion is detected.

**NOTE:** If a waterproof sheeting is installed, it must be removed for proper inspection.

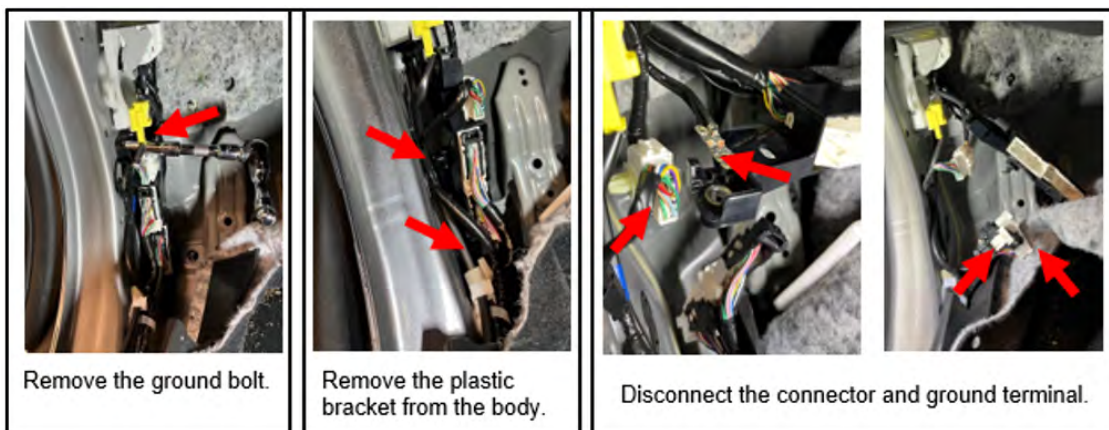
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If corrosion is detected, the affected harnesses **MUST** be replaced. If no corrosion is found continue the vehicle diagnosis using the applicable Service Manual.

**STEP 2:** Replace the affected wiring harness. The service procedures for instrument panel, left front door cord, and the rear harnesses 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.

**IMPORTANT:** When replacing the instrument panel wiring harness, rear wiring harness, or left front door cord harness, take special care when handling the ground terminal.

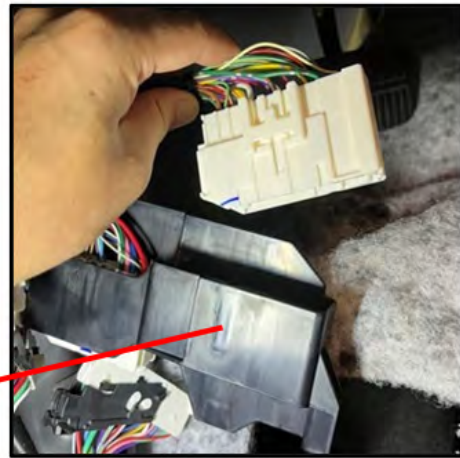


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**STEP 3:** Remove the plastic connector holder. This holder will no longer be used.



**Plastic Connector Holder**



**STEP 4:** Clean and degrease the areas indicated in the image to the right.

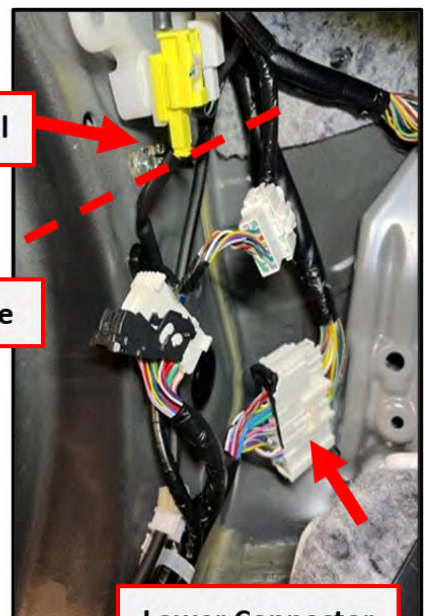


**STEP 5:** Installed the ground terminal to the vehicle body. Keep the terminal horizontal while torquing the bolt to 13Nm (9.5 ft-lbs.) then connect the lower connector.

**Ground Terminal**

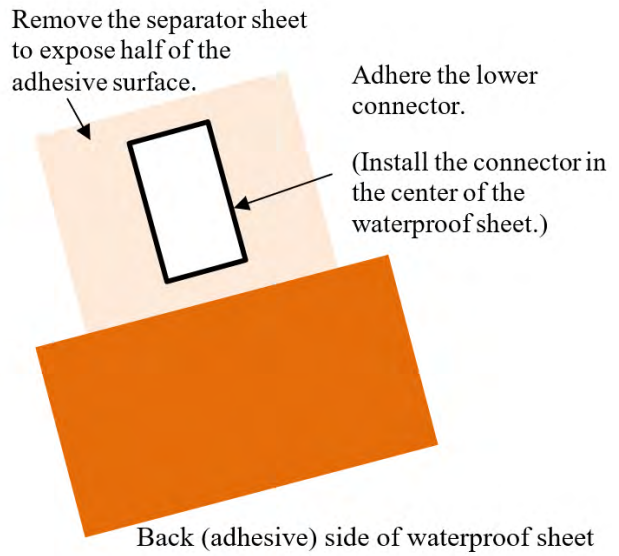
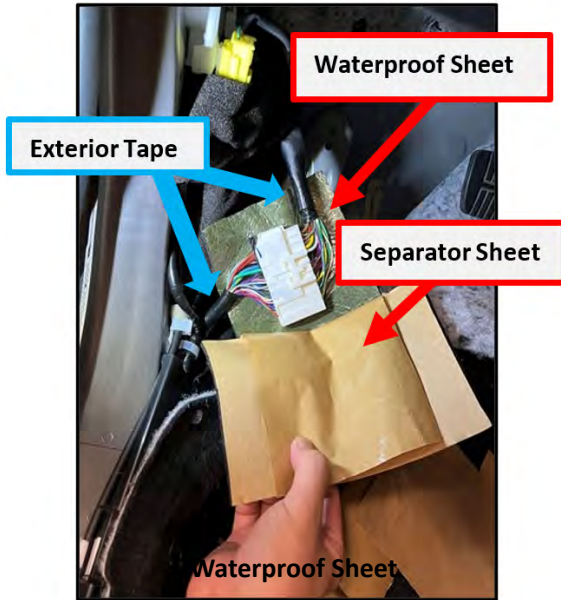
**Horizontal Line**

**Lower Connector**



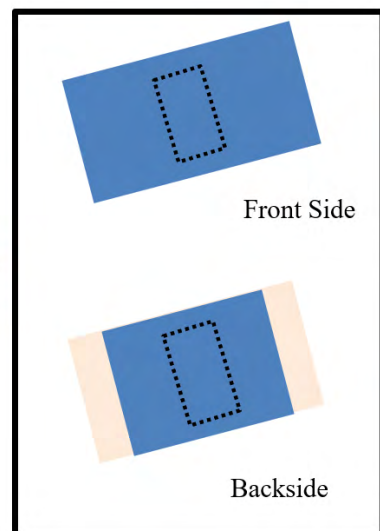
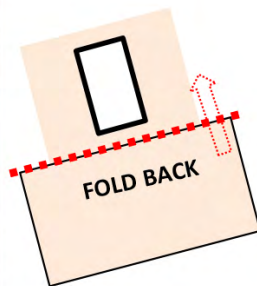
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**STEP 6:** Using the large size waterproof sheet, remove half of the separator sheet and place the lower connector in the center of adhesive side.



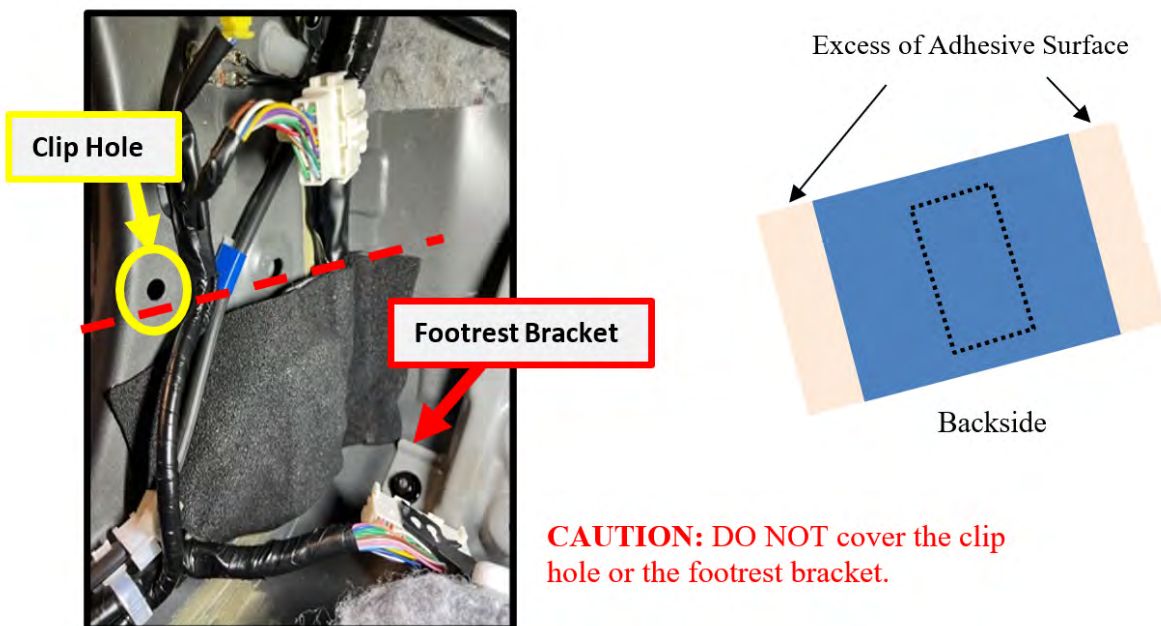
**STEP 7:** Completely remove the separator sheet and fold the waterproof sheet in half. Confirm the connector is fully covered and not exposed.

**CAUTION:** CONFIRM the adhesive surfaced a firmly attached to each other in order to prevent any water intrusion. CONFIRM the exterior tape on the wiring harness is sealed and covered by the waterproof tape.

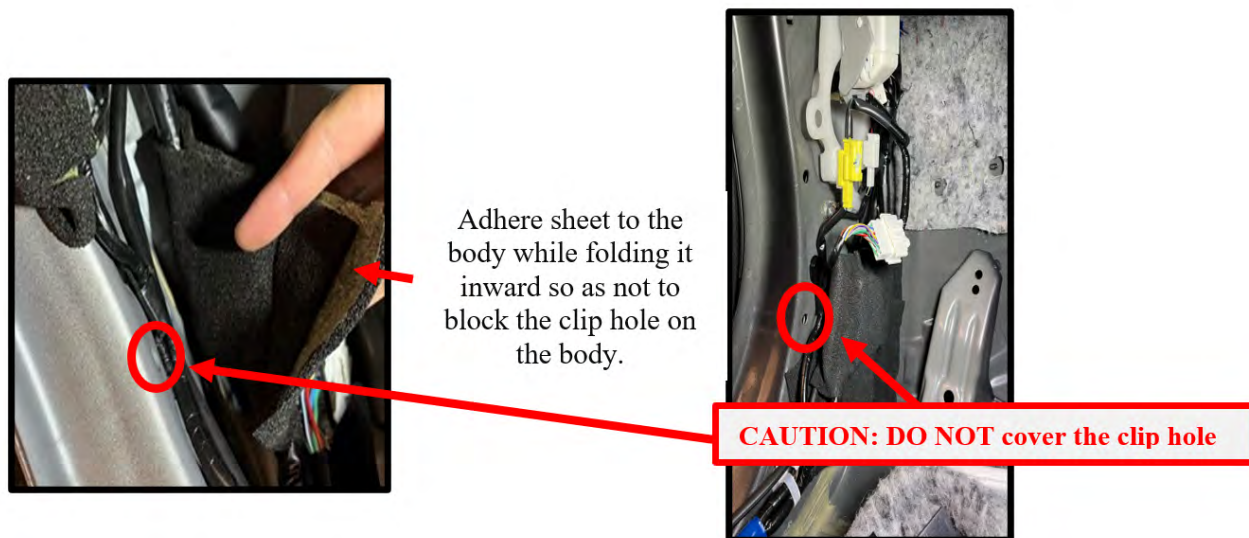


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**STEP 8:** Attach the connector to the body of the vehicle using the excess of the adhesive surface of the waterproof sheet.

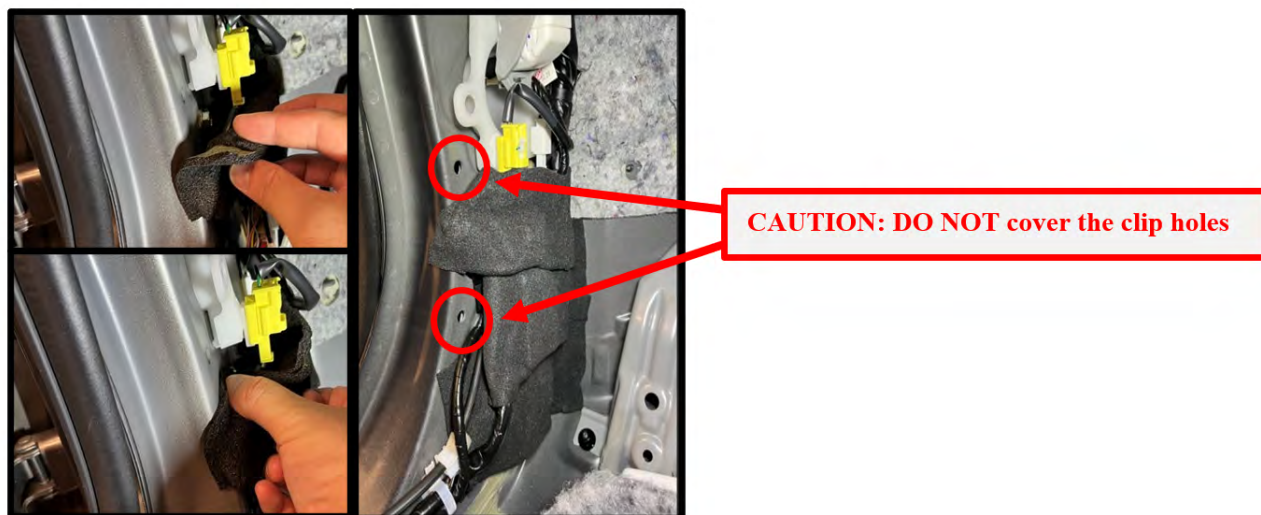


**STEP 9:** Using the mid size waterproof sheet and using the same sheet application method used in Step 6, cover the center connector with the waterproof sheet and adhere it to the vehicle body.

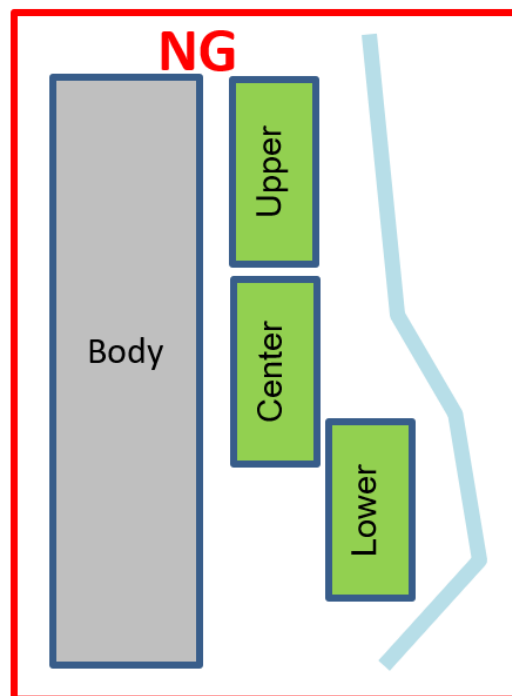
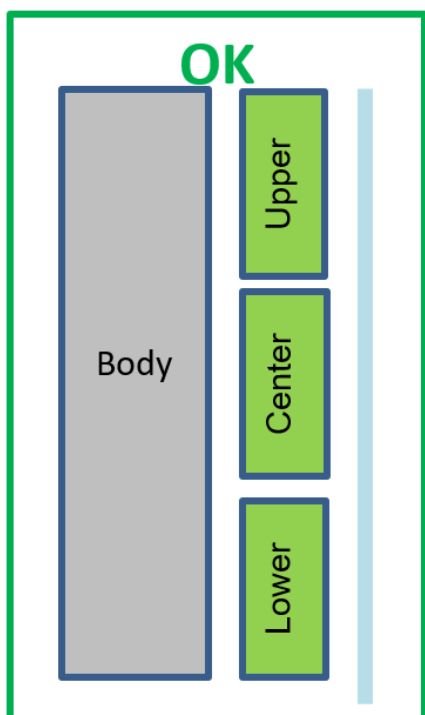


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**STEP 10: Forester models with seat memory ONLY.** Using the small size waterproof sheet and using the same sheet application method used in Step 6, cover the upper connector with the waterproof sheet and adhere it to the vehicle body.



**IMPORTANT:** The connectors MUST be positioned on an even line with each other. DO NOT overlap the connectors. Improper connector alignment may cause interference with the interior trim components.



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**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 #	Repair Code	Labor Time	Model
INSTRUMENT PANEL WIRING HARNESS AND REAR WIRING HARNESS R&R	A880-207	VOJ-39	6.6	Impreza 17-23
			6.6	Crosstrek 18-23
			6.6	Forester 19-23
			7.1	Forester 19-23 with power seat memory*
			6.9	WRX 2022

**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.