

- 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
2019-25MY Ascent

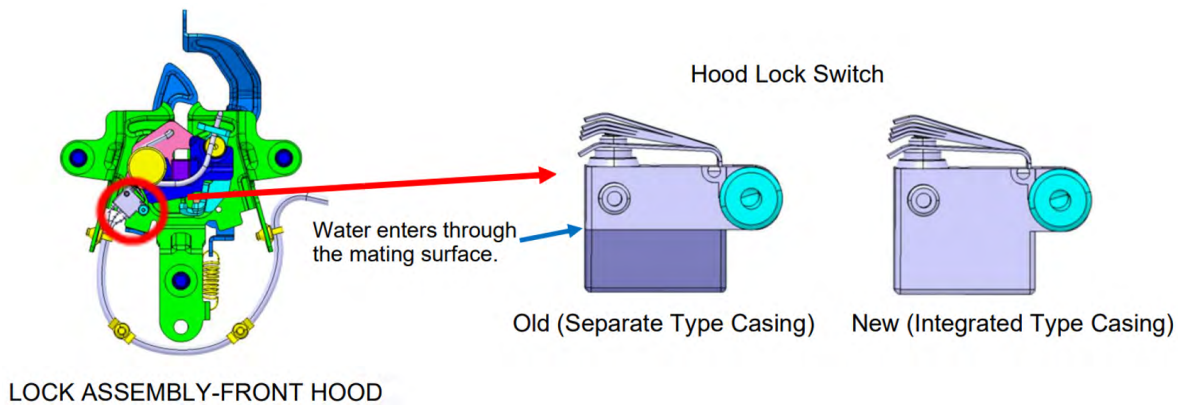
NUMBER: 12-267-25

DATE: 04/28/25

SUBJECT: Hood Lock Assembly / Design Change

INTRODUCTION:

This bulletin announces a design change to the hood lock switch portion of the hood lock assembly. The new hood latch switch is a one-piece design, optimizing its waterproof characteristics. This has been developed to address customers' concerns of the instrument cluster giving a false indication of the hood being ajar, a flashing Auto Start Stop warning light and customers being unable to remote start their vehicle. If any of these conditions are verified, perform testing of the hood latch switch and replace it if found to be defective.



PRODUCTION CHANGE INFORMATION:

The new hood lock assembly has been incorporated into vehicle production as per the table below.

Model	Starting VIN
Legacy	R3023093
Outback	R3245239
Ascent	S3413773

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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PART INFORMATION:

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

Model	Part Description	Part Number
Legacy & Outback	LOCK ASSEMBLY - FRONT HOOD	57310AN00C
Ascent		57310XC02B
		57310XC01B

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front hood lock assembly 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.

Body & Electrical/WIRING SYSTEM > SECURITY AND LOCKS > Front Hood Lock Assembly

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Added Security Gold Plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
HOOD LATCH W/ SWITCH R&R	A811-586	.9	FCU-39

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.