

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: 2026MY Outback

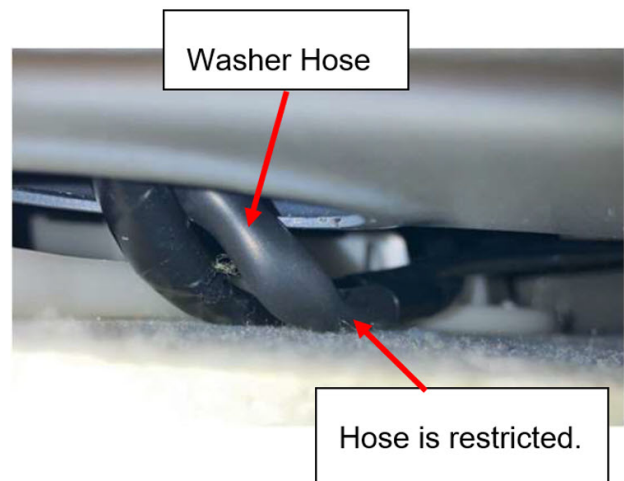
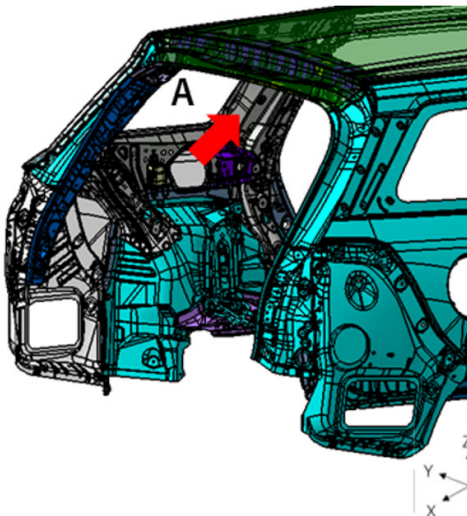
SUBJECT: Rear Washer Insufficient Flow
/ Diagnostic and Repair Procedure

NUMBER: 12-281-26

DATE: 07/13/26

INTRODUCTION:

This Service Information Bulletin was developed to provide a diagnostic and repair procedure for customers who report that rear washer pressure or flow is insufficient. Normal spray is defined as a flow rate of 170mL or more in 10 seconds (1 cup or more in 14 seconds). Due to production variation, the L-shaped washer joint can twist the hose during vehicle assembly, resulting in restriction. If this concern is reported, inspect the hose for restriction and adjust the L-shaped washer joint as outlined in this bulletin.



**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.

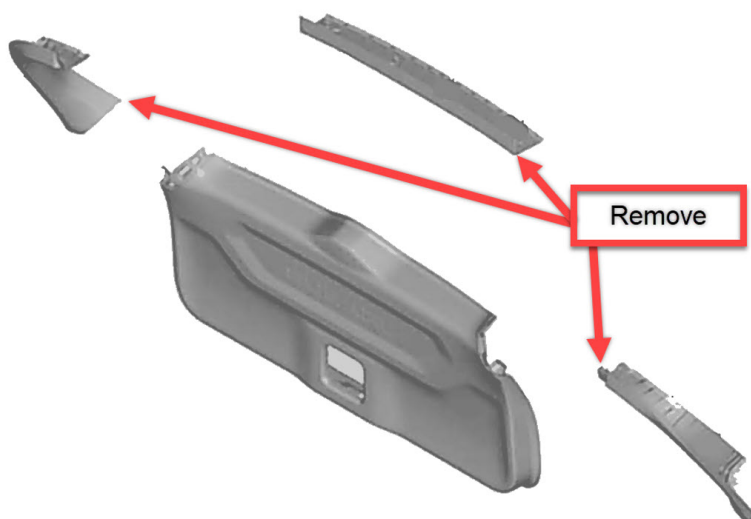
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SERVICE PROCEDURE / INFORMATION:

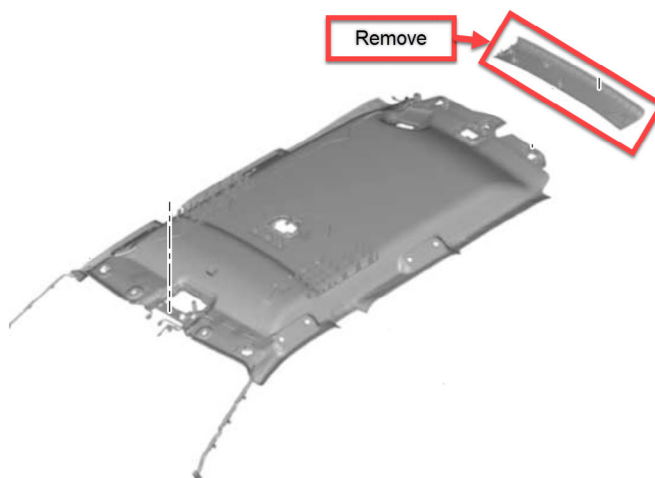
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

Procedure A

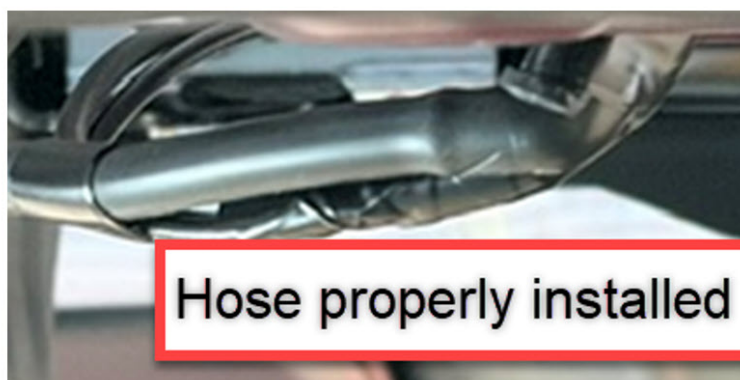
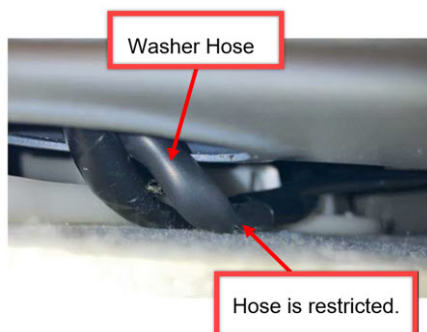
Step 1: Remove the upper center, left, and right rear gate trim.



Step 2: Remove the roof end cover assembly and disengage the center rear headliner clip.



Step 3: Inspect the washer's L-shape joint for restriction. If the hose is restricted, continue to Step 4. If not, perform diagnostics as outlined in the service manual.



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Step 4: Disconnect the rear hose assembly from the rear gate hose assembly.

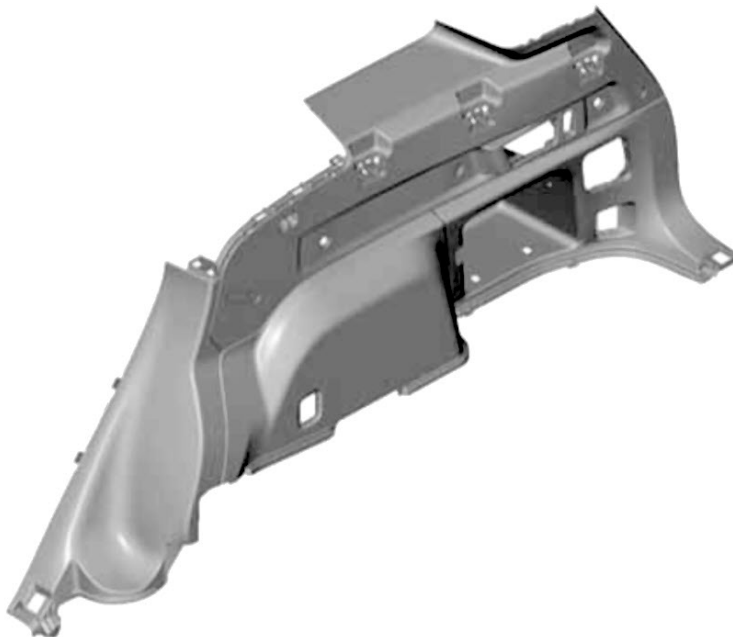


Step 5: Support the L-shape joint and twist it in the hose assemblies so it faces the front of the vehicle.

Step 6: Confirm the rear washer delivers at least 170mL or more in 10 seconds (1 cup or more in 14 seconds). If the flow meets specifications, reinstall all removed components as per the applicable Service Manual. If the L-shape joint does not remain facing the front of the vehicle after Step 5 and continues to twist, perform Procedure B.

Procedure B

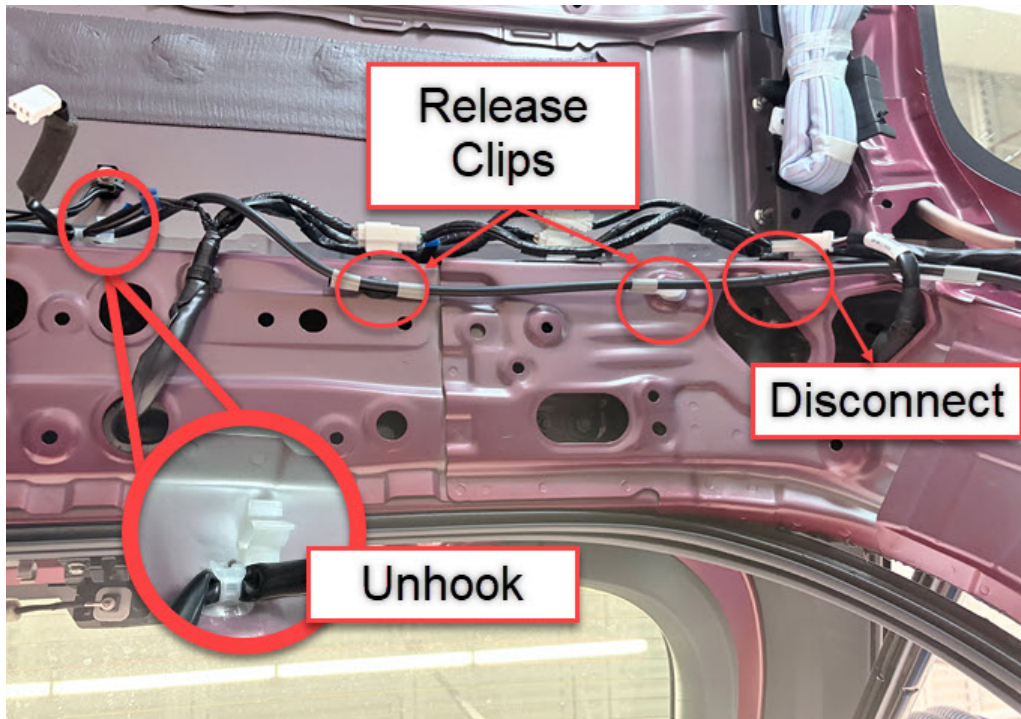
Step 1: Remove both inner rear quarter trim panels.



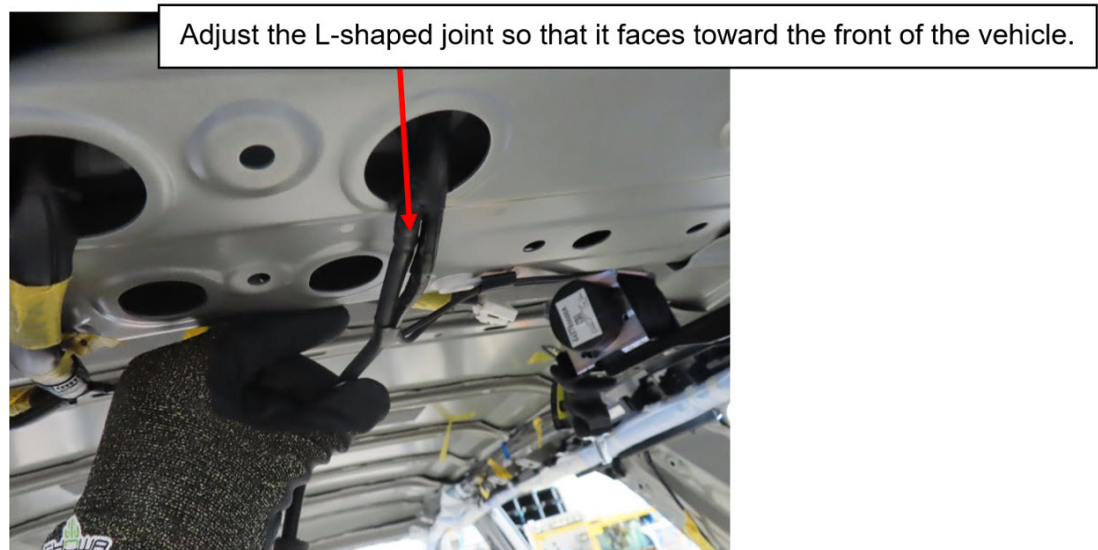
Step 2: Disengage the rear headliner clips and lower the headliner.

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Step 3: Disconnect the rear wash hose assembly from both joints on each side, release the two support clips, and unhook the hose from the bracket as seen below.



Step 4: Support the L-shape joint and rotate it within the hose assemblies so it faces the front of the vehicle.



Step 5: Secure the rear hose assembly to the mounting bracket and both support clips, ensuring the hose is not twisted during reinstallation.

Step 6: Reinstall all components removed as per the applicable service manual.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, this repair may be submitted using the following claim information:

Warranty Type	Labor Description	Labor Operation #	Labor Time	Fail Code	Skill Level
WC	PROCEDURE A WASHER HOSE INSPECTION AND ADJUST	830286	0.5h	XCZ-22	SG 1 / SL ALL
WC	PROCEDURE B WASHER HOSE INSPECTION AND ADJUST	830386	1.3h	XCZ-22	SG 1 / SL ALL

The Skill Group and Skill Level listed in this bulletin define the qualifications recommended for this work. Repairs should be dispatched to a technician who is trained at the specified level. For more information on Labor Operation Skill Group/Level assignments, [click here to access the Gear Reduction](#). To request a Skill Group/Skill Level change, [fill out this form](#).

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.