ATTENTION:

GENERAL MANAGER ❑
PARTS MANAGER ❑
CLAIMS PERSONNEL ❑
SERVICE MANAGER ❑

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

QUALITY DRIVEN® SERVICE

SUBARU

SERVICE BULLETIN

APPLICABILITY: 2005MY and later Legacy / Outback
2006MY and later Tribeca

NUMBER: 10-77-08
DATE: 11/24/08

SUBJECT: Water Leak from A/C Evaporator Drain Hose

INTRODUCTION

If you encounter a customer complaint that there is water on the front passenger side floor, there is the possibility that the evaporator drain hose is obstructed. The evaporator drain hose will need to be checked for obstructions and modified.

COUNTERMEASURE IN PRODUCTION

The evaporator hose was modified in production starting in the middle of October, 2008.

REPAIR PROCEDURE/INFORMATION

Evaporator drain hose inspection:

- Check to make sure the hose is not folded or kinked.
- Check to make sure the hose is not pinched by the ECM bracket (located on the front passenger side foot area).
- Check to make sure there are no dry leaves, insects, spider webs, etc. in the hose.
- Check to make sure the hose is properly seated to the evaporator case.
- Check to make sure that the grommet in the firewall that the hose runs through is properly seated.

continued...

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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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.

Hose Modification

By cutting the hose to a shorter length, it helps prevent spiders from crawling from the control arm to the hose end.

- Cut off the end of the hose (engine compartment side) to the following specification:
  - Legacy / Outback – 10mm
  - Tribeca – 25mm

Note: For Tribeca models, if an orifice was installed following Service Bulletin #10-76-06, remove the orifice, cut the hose, and reinstall the orifice.

Evaporator Hose

WARRANTY/CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair can be claimed using:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Evaporator Hose Modification	A014-301	DUB-48	0.2