

2009 Subaru Forester F4-2.5L DOHC Turbo

Vehicle > Technical Service Bulletins

ENGINE - REMAN LONG BLOCKS PART 2

NUMBER: 02-122-11

DATE: 11/07/11

APPLICABILITY:

2008~09MY Legacy and

Outback 2.5L Turbo

2008~09MY WRX 2.5L Turbo

2008~09MY ST 2.5L Turbo

2009 Impreza GT 2.5L Turbo

2009 Forester 2.5L Turbo

SUBJECT:

Remanufactured Turbo Long Blocks, Part 2

INTRODUCTION

Subaru of America, Inc. is making more remanufactured 2.5L Turbo Long Blocks available for additional warranty purposes. The remanufactured long blocks are available for the vehicles listed above as a replacement only if ALL of the following have occurred:

1)The engine was damaged because of one of the following parts failing.

- a) Connecting rod (AAT)
- b) Crankshaft bearing (AAS)
- c) Crankcase (AAA)
- d) Piston (AAV)
- e) Piston rings (AAX)

AND

2)The failure caused the short block to be damaged

AND

3)The failure caused at least one of the heads to be damaged.

Connecting Rod Bearing Failure (AAU) as outlined in Service Bulletin 02-109-10R will continue to be authorized per the guidelines in that bulletin.

TechLine authorization is required for all long block replacements Please read this bulletin in its entirety to become familiar with the requirements and procedures.

AND

4)The failure is considered a repair that can be covered under warranty.

APPLICATION	LONG BLOCK PART #
2008 / 2009 Legacy and Outback	SOA478L001R1
2008 WRX	SOA478L002R1
2009 Impreza GT	
2009 Forester	
2009 WRX	SOA478L003R1
2008 / 2009 STI	SOA478L004R1

PART INFORMATION

PART NUMBER	PART NAME	LEGACY/OUTBACK (QUANTITY)	FORESTER/ IMPREZA (QUANTITY)	STI
14035AA421	GSKT-INT MANIF	2	2	2
14038AA000	GSKT-EXH MANIF	2	2	2
14719AA033	GSKT-EGR CONT VLV	1	1	1
14852AA020	GSKT-ASV	1	1	1
14852AA030	GSKT-ASV	1	1	1
14852AA040	GSKT-ASV	1	1	1
24242AA030	CLIP-XMAS TREE	1	1	1
44022AA122	GASKET CR	1	1	1
44022AA150	GASKET T INLET	1	1	1
44022AA170	GASKET MR	1	1	1
44022AA180	GASKET T OUTLET	1	1	1
11718AA082	V BELT-STRCH TYPE	0	1	1
14035AA492	GSKT-INTAKE MANIFOLD (Tumble Generator Valve Gasket)	4	4	
14075AA161	GSKT-INTAKE MANIFOLD (Tumble Generator Valve Gasket)			2
16175AA331	GSKT-INTAKE MANIFOLD (Throttle Body)	1	1	
16175AA243	GSKT-INTAKE MANIFOLD (Throttle Body)			1
11126AA000	Drain Plug Gasket	1	1	1

Additional Parts Required for Installation

REPAIR INFORMATION/PROCEDURE

Required Diagnostics

Perform diagnostics and document your findings as required for a warranty engine failure Verify the failure and determine the root cause of the engine failure Take photos of this and attach all documentation to the Authorization Request.

Drain the engine oil into a standard automotive funnel type paint filter or coffee filter to determine if there are any

metal particles mixed with the oil. If particles are found, take photos and attach to your Authorization Request. If no particles are found, remove the oil pan for further inspection. If material is found in the pan, take photos and attach to the Authorization Request.

Remove at least one of the heads. If damage is found, take photos and attach them to the Authorization Request.

Note:

If there is no damage to at least one of the heads, a remanufactured turbo long block will not be provided.

Note:

If the cause of the failure is not one of the items mentioned in the Introduction section that resulted in at least one of the cylinder heads being damaged, a remanufactured turbo long block will not be provided.

AUTHORIZATION REQUEST

An authorization must be obtained by entering an Authorization Request through Subarunet/Service/Authorization Request Entry.

The Authorization Request must meet the following requirements:

^ Complete the Authorization Request in detail.

Entry Screen

^ Under "Request Type" use Long Block from the drop down.

^ Under "Failure Date" choose the date the RO was written.

^ Fill in the "RO Number".

^ Under "Section" choose Engine from the drop down.

^ Under "Sub Section" chose Long Block.

^ Under "Failure Code" choose the correct failure code.

^ Under "Trouble Code" choose the correct failure code.

^ Fill in the last 8 characters of the "VIN" (if prompted provide all 17 characters of the VIN).

^ Fill in the "Engine # " field (Engine # of the engine that is in the vehicle now).

^ Fill in the "Transmission # " field.

^ Fill in the "Mileage" field.

^ Fill in the "ECM Calibration Id" (Refer to the May 2003 TechTIPS article: ECM Calibration Identification Numbers.)

^ Fill in the "ECM Verification No" (Refer to the May 2003 TechTIPS article: ECM Calibration Identification Numbers.)

^ Choose "Reporter" from the drop down list.

^ Choose a "Preferred Method of Contact"

^ Complete the "Customer's Description of Complaint" field

^ Choose whether or not the technician was able to duplicate the condition from the drop down list

^ Complete the "Technician's Findings and Suggested Repair".

Parts and Cost

^ If you choose the "Previous" button you will go back to the Authorization Request Main Screen/Search Screen. Entries made will not be saved.

^ Choose "Add Part" button to list parts, quantity and costs fields.

^ Fill in the "Total Labor", "Total Sublet", "Total Towing", and/or "Total Rental" amounts, as needed.

^ Choose the "Next" button or you can choose the "Previous" button to if you need to make adjustments to the information you already entered.

Add Attachments Screen

^ Attach high quality, clear and legible digital pictures of the following items:

1)VIN plate

2)License plate

3)Mileage

4)Modifications to the vehicle (if any). Refer to TSB O2-101-07 (Turbo Vehicle Operation & Care) for reference.

5)Damage to the head(s).

6)Paint/coffee filter and/or oil pan with metal particles.

7)The component that caused the failure.

To obtain authorization, ALL of the above photos must be submitted.

Note:

All dealers are currently required to possess a digital camera. Each attachment cannot exceed 5MB; however, multiple attachments can be placed on the Authorization Request. When photos are taken, the camera should be set to no less than the mid-range image resolution. If a higher image resolution can be used without going over the 5MB

size limit, the higher resolution setting should be used. Images should be saved in JPEG (.JPG) format. Cell Phone pictures are not acceptable.

Please review your photos prior to attaching to the Authorization Request to certify their clarity.

^ Attach oil and filter change maintenance documentation. Scanned documents are preferred; however; faxed copies will be accepted. Write the VIN number and Confirmation number of the Authorization Request on the documentation. The documents should then be faxed to the TechLine Support.

^ If the service department's telephone number is different from the dealership's main number, include that number in the "Technician Findings and Suggested Repair" field.

^ On the "Add Attachments" screen there is a hyperlink to "View accepted file types".

Under this hyperlink, it lists the allowable file types you can attach on your Authorization Request.

- 1) In the "Add Attachments" box, you must provide a name in the "Title" box for each attachment.
- 2) Choose the "Type" of attachment you want to attach from the drop down list. **Note:** A minimum of six (6) pictures are required to support your Authorization Request.
- 3) Choose the "Browse" button to navigate to the picture you want to attach.
- 4) Click the "Add Attachment" button.
- 5) If you choose to attach Maintenance Documents provide a "Title" name and choose "Maint Docs" from the "Type" drop down list.
- 6) Choose the "Browse" button to locate the document you want to attach.
- 7) Repeat steps 1 through 4 for each picture or attachment you want included.

Preview Screen

The "Preview screen" allows you to review the information you are about to submit. If you notice changes are necessary choose the "Back" button to navigate to the area where the change is required. If you are satisfied with the information choose the "Submit Request" button.

Confirmation Screen

Once your request has been submitted you will receive a confirmation number. Follow the instruction link on the first screen to learn how to search for the disposition of your Authorization Request.

Every attempt will be made to make a decision about your Authorization Request on the same day as the authorization request is received. Requests received late in the day may not be answered until the following day.

Pro repair should be started prior to the authorization code being issued.

Part Ordering

All turbo long block orders will be placed on hold. An authorization number assigned by the TechLine will be required to release your order. It is the dealer's responsibility to order the necessary gaskets to complete the repair.

LONG BLOCK REPLACEMENT

The configuration of the remanufactured long blocks requires the transfer of the turbocharger and intake manifold.

Any transferred components should be inspected and cleaned. Be sure to perform all of the following checks:

^ Remove the throttle body assembly from the intake manifold and thoroughly inspect the throttle body and intake manifold for any debris.

^ Remove the tumble generator valve assemblies from both sides of the intake. Both valves need to be inspected closely for debris.

^ Important:

If debris is found in the intake and/or any component of the intake, the intake must be thoroughly cleaned before re-assembly.

^ Inspect the exhaust and thoroughly inspect for any debris that may have passed through and become trapped by the front catalyst(s).

^ Inspect the turbo for any debris and clean as necessary.

When performing the above checks, follow the service procedure(s) outlined in the appropriate Subaru Service Manual. Failure to perform these checks can leave debris that can re-enter the replacement long block causing secondary failures, which would not be a matter for warranty.

Always use new gaskets when re-assembling the intake manifold assembly and exhaust system.

There will be a transit thermostat housing cap that will need to be removed prior to installation. Make sure to save the cap, as it will need to be installed on the core return.

ADDITIONAL INFORMATION

As with any engine repair where the coolant is replaced, Genuine Subaru Coolant/ Super Coolant and Cooling System Conditioner must be used when re-filling the system for any repairs paid for by Subaru of America, Inc.

Note:

A small amount of oil will remain in the oil pan following factory testing which will need to be drained prior to filling

After installing the engine and filling it with the appropriate amount of engine oil (specified viscosity and grade as listed in the appropriate Subaru Service Manual) and coolant, the engine should be cranked to allow oil circulation and the development of normal oil pressure. During this process the fuel pump needs to be disabled (refer to the appropriate Subaru Service Manual for procedure). The engine should be cranked for no more than 3 consecutive 15 second cycles to prevent starter damage. The oil pressure level can be confirmed through observation of the

vehicle's oil pressure indicator lamp or in more detail through use of an approved oil pressure gauge. The oil level should be checked again to ensure proper level.

CUSTOMER INSTRUCTIONS

Customers should be instructed to follow the new vehicle break-in driving procedures as described in the owner's manual.

In addition, all turbocharged engines require the oil and filter to be changed every 3 3/4 months or 6,000 km (3,750 miles)

WARRANTY INFORMATION

Initial installation of a remanufactured long block requires prior authorization from the Subaru Technical Helpline through the Authorization Request process described earlier in this bulletin. The serial number of the unit being installed in the vehicle must be noted on the repair order and entered in the "Misc Detail" field upon claim entry. Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit.

Replacement of a remanufactured long block requires prior authorization through the Authorization Request process. The serial number of the unit being installed in the vehicle must be noted on the repair order and entered in the "Misc Detail" field upon claim entry. Claims submitted with inaccurate or missing serial numbers are subject to rejection or debit. The following Subaru Limited Warranty that provides the greatest coverage applies:

- 1) The balance of any applicable Subaru New Vehicle Limited Warranties, or
- 2) The Genuine Subaru Remanufactured Long Block Limited Warranty: 3 years or 36,000 miles, whichever occurs first, from date of installation, or
- 3) The Genuine Subaru Replacement Parts Limited Warranty: 1 year from date of installation with no mileage limitation.

Warrantable Repairs to external components on a remanufactured long block engine are allowed as long as the repair does not require the disassembly of the engine short block or cylinder heads.

Should a remanufactured long block require repair or replacement, TechLine authorization is required.

The following component repairs are required to be performed when it is determined that such repairs will correct a failure:

- ^ Water pump/water pump gasket
- ^ Thermostat, thermostat housing or gasket (as supplied with the unit)
- ^ Oil pump, oil pump o-ring, sealer, and crankshaft seal
- ^ Rear main seal
- ^ Oil pan, oil pan sealer, and oil return seal

^ Rear separator cover and sealer

^ Piston pin access plug and seal

^ Coolant production plugs

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME	
			(Auto)	(Manual)
Engine R&R	B295-001	AAT	4.7	4.2
Engine Noise Test/ Diagnose	C295-101	AAS AAA AAV AAX	0.4	0.4
Long Block Replace	C295-211	(pick one)	2.9	2.9

Note: Labor Operation C295-211 includes cleaning of components and retrieval of CID and CVN numbers and removal of necessary components for proper diagnosis of the root cause of the engine failure .

For external components, warranty coverage is provided for the balance of any applicable Subaru New Vehicle Limited Warranty and/or the Genuine Subaru Replacement Parts Limited Warranty.

CORE RETURN PROCEDURE

Dealers are to refer to the Returns Shipping site located on Subarunet to return remanufactured turbo long block cores. The site is located in the Fixed Operations section of Subarunet: Subarunet / Fixed Operations / Returns Shipping.

The Engine Diagnosis / Inspection form will need to be completed when the core is being returned for a warranty claim. Technicians should record the required information on the form.

The core will need to be fully assembled before being returned. Any missing components will result in a partial or full debit of the core value.

It is important that all fluid be drained from the long blocks. Don't forget to install the transit cap on the thermostat housing to prevent coolant loss during shipment. The long blocks are to be placed in the original shipping bag or equivalent substitute and properly secured in the original shipping container. The shipper is responsible for any fluid leakage during return shipment.



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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