

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: 2014-16MY Crosstrek Hybrid (HEV) **NUMBER:** 07-144-18
SUBJECT: Tail Lamp (Rear Combination Lamp) Assembly Procedure Change **DATE:** 12/20/18

INTRODUCTION:

This bulletin announces a change made to the assembly process of the rear combination lamps to enhance the seal between the lens and body. This change optimizes the lamp’s water resistance by using advanced lens sealing and plastic welding processes during assembly.

PART INFORMATION:

The combination lamp part numbers are unchanged.

Description	Part Number
LENS & BODY-REAR COMBINATION LAMP -RIGHT	84912FJ321
LENS & BODY-REAR COMBINATION LAMP -LEFT	84912FJ331

The new lamps are identified by a Lot Number printed on the underside of the housing as shown in the photos below. In the photo below, **HM12** is the Lot Number which translates to October 12, 2018.



- **H** = Model Year (Alpha 1)
- **M** = Production Month (Alpha 2)
- **12** = Day of Production Month

IMPORTANT: The starting Lot Number for new combination lamps is: **HM16** (October 16, 2018 and after).

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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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Use these tables to translate Lot Numbers and determine between “OLD” and “NEW” tail lamp assemblies:

Alpha 1	H	K	M	N	P	Q	R	S	T	W	X	Y	Z
= Year	2018	2019	2020	2021	2022	2023	2024	2025	2026	2027	2028	2029	2030

Alpha 2	A	B	C	D	E	F	G	H	K	M	N	P
= Month	Jan	Feb	Mar	Apr	May	June	July	Aug	Sept	Oct	Nov	Dec

SERVICE PROCEDURE / INFORMATION:

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

If moisture is found inside one combination lamp, replace the affected lamp assembly. There is no need to replace both as a set. The service procedure for replacement remains unchanged. Always refer to the applicable Service Manual and review all requirements of the repair being performed. Service Manual procedures contain information critical to performing an effective repair the first time, every time.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
REAR COMBINATION LAMP R&R ONE SIDE	B916-201	0.2	XCB-29
REAR COMBINATION LAMP R&R BOTH SIDES	B916-204	0.3	

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.

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