

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 INFORMATION BULLETIN

APPLICABILITY: 2019MY Ascent

NUMBER: 15-241-19

SUBJECT: Accessory Chrome Rear Bumper Cover Stain Removal Procedure

DATE: 04/29/19

INTRODUCTION:

This Service Information bulletin provides recommendations for removing stains from the rear bumper cover on the 2019MY Ascent when using a mild automotive detergent does not provide the desired results. There have been reports received describing difficulty removing stains from the accessory's chrome finish.



RECOMMENDED MATERIALS:

- 3M “Chrome & Metal Polish” p.n. **39527** OR: Mothers “Chrome Polish” p.n. **5208**
- Mild automotive detergent / soap
- Clean Paper Towels
- CLEAN (preferably NEW) Micro-Fiber Towels

NOTE: Never use any products containing acids or naval jelly.



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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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. Always ensure the chrome surfaces are free from dust and dirt by washing with a mild automotive detergent or automotive clear coat -friendly soap before proceeding with polishing. Dry the area thoroughly then use either 3M part number 39527 Chrome and Metal Polish OR Mothers® part number 5208 Chrome Polish, following the manufacturers instructions CAREFULLY.

NOTE: Be sure to remove any remaining polish from all surrounding painted surfaces.

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.