

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: 2018-19MY Crosstrek w/ CVT
 2019MY Forester

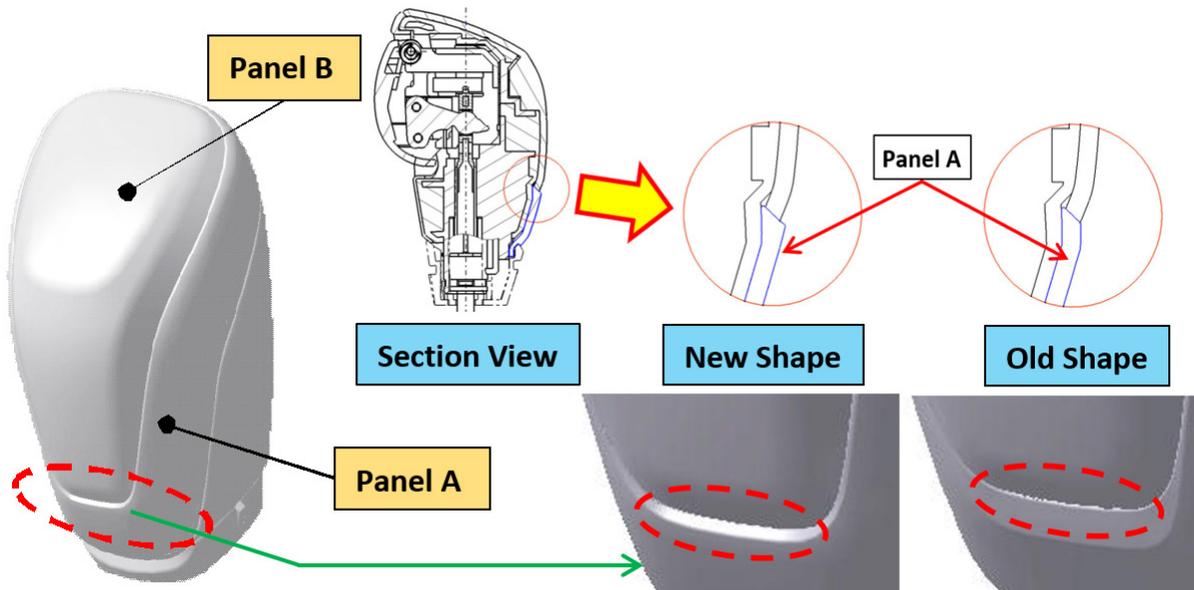
NUMBER: 16-126-19

DATE: 12/09/19

SUBJECT: Select Lever Grip- Design Change

INTRODUCTION:

This bulletin announces a design change to the leather transmission selector lever grip. The change will address a small number of concerns regarding stickiness and / or roughness felt on a portion (Panel A shown in the illustration below) of the grip surface. The new part also enhances parts commonality among models.



PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with the starting VINs for this production change when they become available.

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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PART INFORMATION:

Description	Part Number	Note
GRIP SUB-ASSEMBLY	35126FL002	Models WITH Shift Boot
GRIP ASSEMBLY-SELECT LEVER	35160FL012	Models WITHOUT Shift Boot

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for replacing the transmission selector lever components remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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
A/T Select Lever / Grip R&R	A338-101	0.2	SDC-26

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.