

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019MY Forester
SUBJECT: Combination Meter Visor- Light Leaking

NUMBER: 12-278-20
DATE: 01/15/20

INTRODUCTION:

This bulletin provides a procedure to address a limited number of customer concerns regarding light seen “leaking” past the combination meter visor. A small gap can develop between the instrument panel (IP) and the combination meter visor as a result of slight dimensional differences in these parts. When the gap occurs, light may be seen leaking through the gap as shown here.



PRODUCTION CHANGE INFORMATION:

A production change to prevent the gap was made starting with VIN **KH585084**.

PART INFORMATION:

Two (2) pieces of self-adhesive black foam tape, 5/16” X 3/8” X 1.5” long will be required to make the cushions as described in the Service Procedure below. The foam tape is readily available at home improvement and online retailers.



SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. The service procedures for combination meter visor removal and reinstallation 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.

- Record the customer’s audio system presets (and navigation favorites if applicable) then disconnect the ground cable from the battery sensor.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

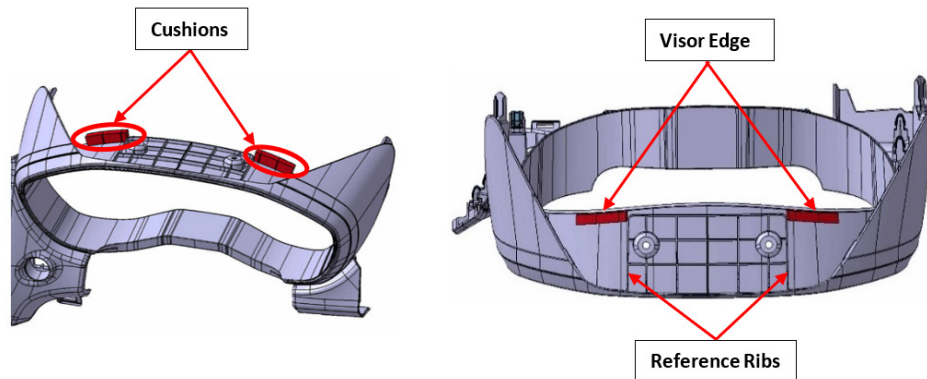
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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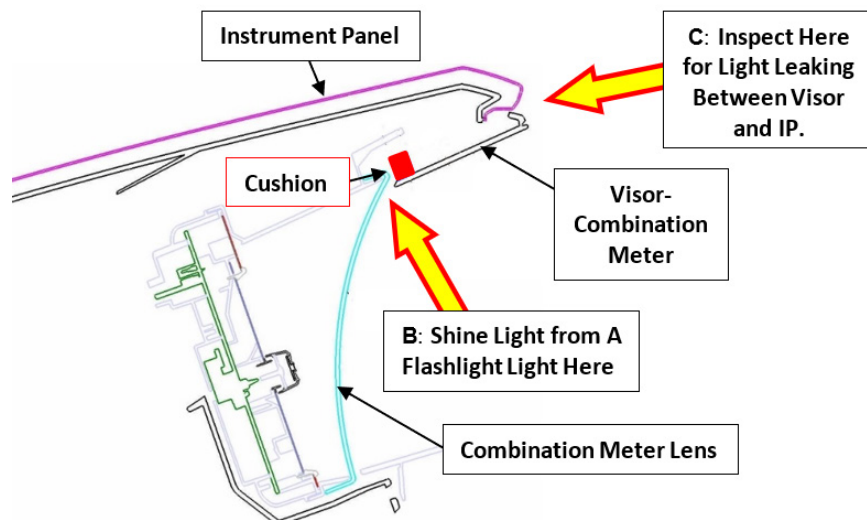
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- Remove the combination meter visor following the procedure in the applicable Service Manual.
- Using the illustrations below as a guide, thoroughly clean any dust / dirt from the areas of the visor where the new cushions will be applied.



- Peel the backing from the cushions and apply to the visor as shown in the illustration above.
- Reinstall the combination meter visor in reverse order of removal.
- Using a small flashlight and the illustration below, confirm the repair before reconnecting the battery and resetting the customer's audio system presets (and navigation favorites).



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
COMBINATION METER VISOR ENHANCEMENT	A911-208	0.3	YMF-29

NOTE: Up to \$1.00 can be claimed in sublet to cover the cost of the foam tape.

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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.