

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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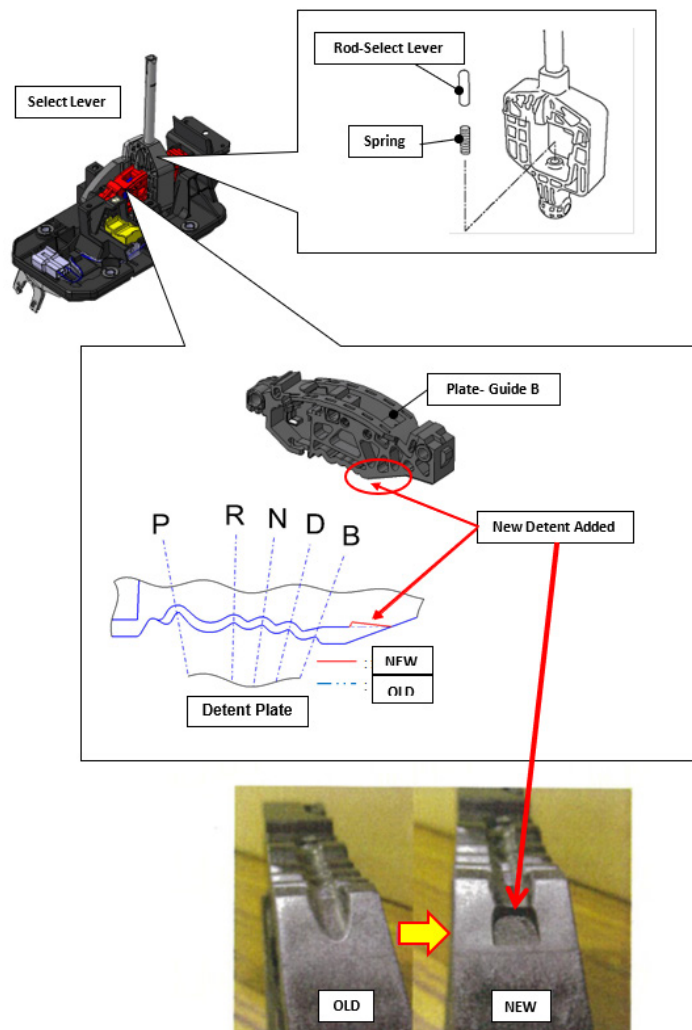
QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2019-20MY Crosstrek Hybrid (PHEV) **NUMBER:** 16-127-20
SUBJECT: AT Select Lever Guide Plate- Design Change **DATE:** 03/24/20

INTRODUCTION:

This bulletin announces a design change made to the AT select lever guide plate (shift detent plate) shown below. A revised detent was added to the plate to prevent improper reassembly of the select lever components in the event repairs requiring disassembly are necessary.



<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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PRODUCTION CHANGE INFORMATION:

The new guide plate was incorporated into production starting with VIN **LH200438**.

PART INFORMATION:

The part number for the new guide plate is: **35122FL201**.

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

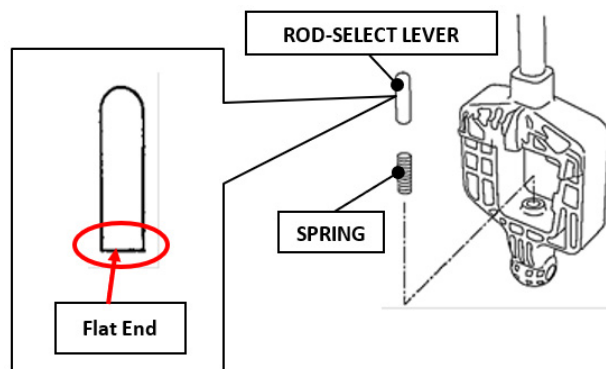
SERVICE PROCEDURE / INFORMATION:

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

The service procedures for servicing the selector lever assembly are changed slightly as described in the **CAUTIONS** listed below. 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.

CAUTIONS:

- When installing the new guide plate, the new detent must be positioned toward the rear.
- When installing the Rod-Select Lever, the **FLAT** end must go against the spring as shown below. If installed incorrectly, the selector lever will become stuck in the “P” position / detent of the new guide plate.



The above **CAUTIONS will be added to the applicable Service Manual soon.*

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
A/T SELECTOR LEVER OVERHAUL	A338-141	1.4	SHK-99

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.