

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

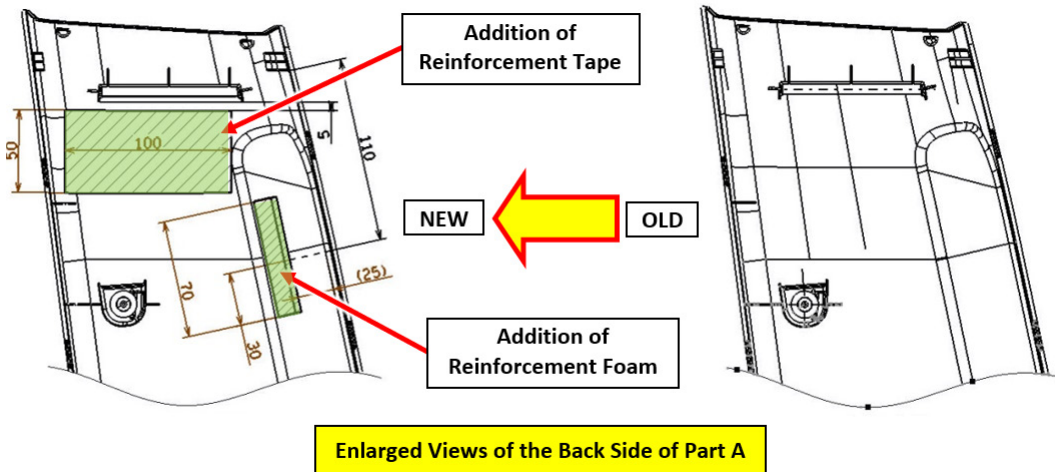
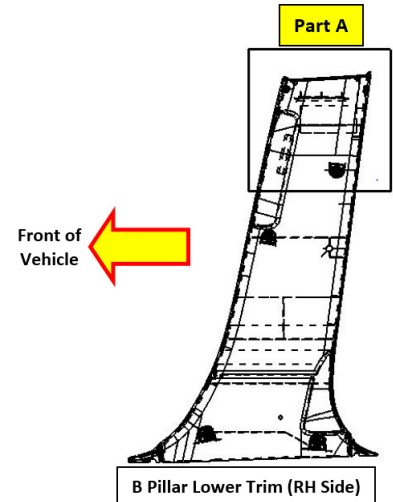
SERVICE BULLETIN

APPLICABILITY: 2019-20MY Forester
SUBJECT: B-Pillar Trim- Design Change

NUMBER: 12-294-20
DATE: 05/28/20

INTRODUCTION:

This bulletin announces a design change made to the B-pillar trim. The change prevents the trim's appearance from deteriorating as a result of recurring contact with the steel latching tongue portion of the seat belt. Over time, the color of the trim can begin to whiten from being repeatedly hit by the tongue after releasing the latch and letting go of the belt when exiting the vehicle. The new trim is slightly softer requiring reinforcing materials to be added to the back side to optimize strength of the part as shown in the illustration below.



PRODUCTION CHANGE INFORMATION:

This bulletin will be updated with the starting VIN for this change when it becomes available.

<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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PART INFORMATION:

Description	Part Number
TRIM PANEL-B PILLAR LOWER RIGHT	94022SJ001VH
TRIM PANEL-B PILLAR LOWER LEFT	94022SJ011VH

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 B-pillar trim replacement 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, 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
LOWER B-PILLAR TRIM PANEL R&R- 1 SIDE	B913-131	0.2	YDA-12
LOWER B-PILLAR TRIM PANEL R&R- BOTH SIDES	B913-132	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.