

**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**

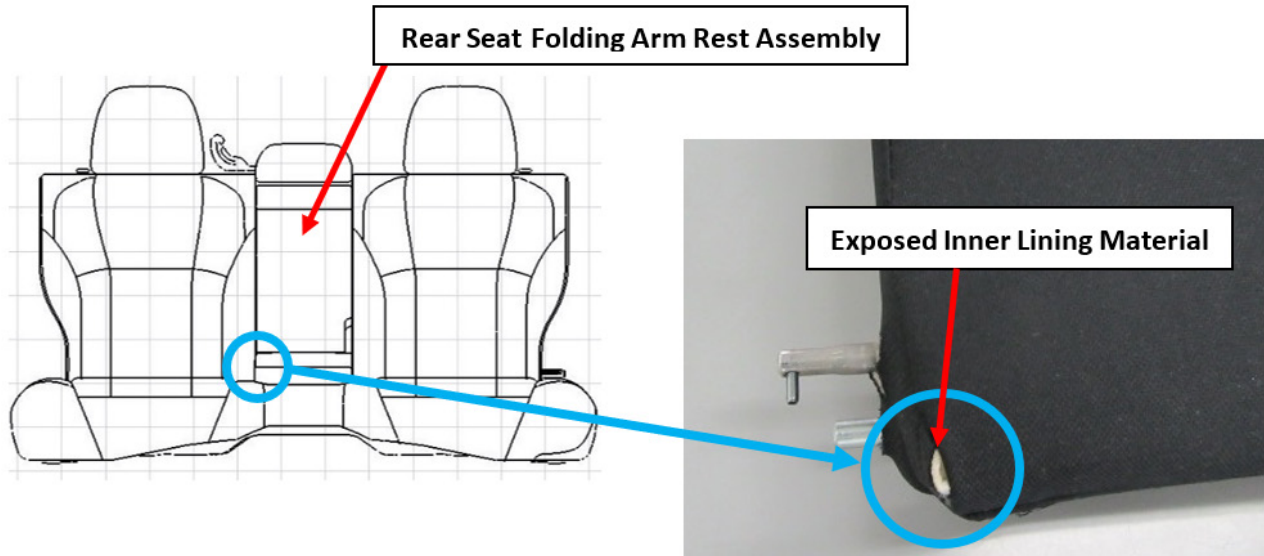
**APPLICABILITY:** 2017-19MY Impreza  
 2018-19MY Crosstrek  
 2019MY Forester

**NUMBER:** 12-297-20  
**DATE:** 09/21/20

**SUBJECT:** Rear Seat Folding Arm Rest- Design Change

**INTRODUCTION:**

This bulletin announces a design change made to the rear seat folding center arm rest. The change is in response to a small number of reports regarding the inner cloth material becoming exposed at the bottom corners near the hinge area as illustrated below.



**PRODUCTION CHANGE INFORMATION:**

The new Arm Rest assemblies were incorporated into production with the following starting VINs:

- Crosstrek: **KH348615**
- Forester: **KH561344**

This bulletin will be revised with the starting VINs for Impreza models when they become available.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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:

**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.

If the inner cloth material is exposed at the bottom corners near the hinge areas as described above, replace the arm rest assembly following the procedure in the applicable Service Manual.

The service procedures for replacing the rear seat center arm rest 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, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, 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
REAR SEAT CENTER ARM REST R&R	B913-681	0.3	YFG-03

## 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.