

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


© 2020 Subaru of America, Inc. All rights reserved.



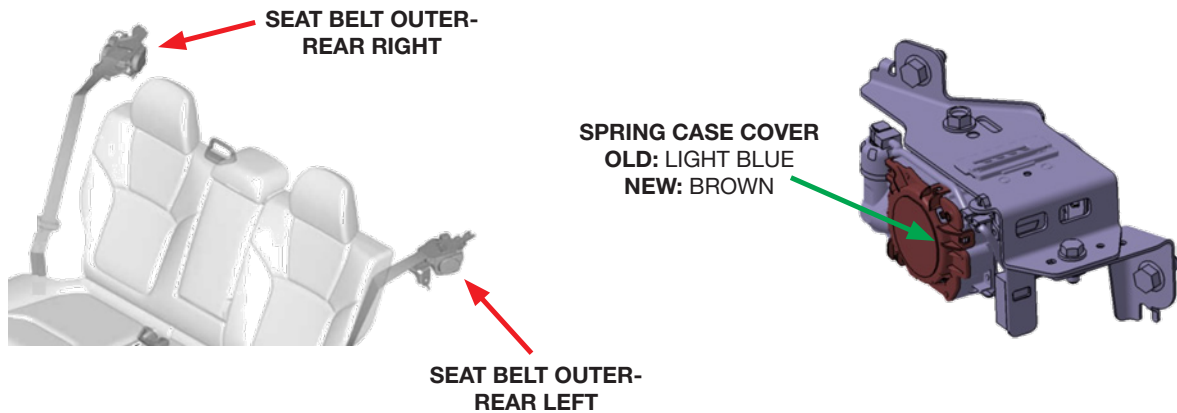
QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** 2019-20MY Forester **NUMBER:** 12-298-20  
**SUBJECT:** Rear Outer Seat Belts Not Retracting Smoothly **DATE:** 10/07/2020

**INTRODUCTION:**

This bulletin announces a countermeasure made to the rear outer seat belt assemblies. The change was made in response to customer concerns of the seat belts not retracting smoothly. The condition is caused by insufficient rewinding force from the return spring inside the retractor mechanism. New seat belt assemblies have been developed incorporating an enhanced return spring with higher rewinding force.



**PRODUCTION CHANGE INFORMATION:**

Model	Starting VIN
Forester	JF2SKEDC5LH575061

**PART INFORMATION:**

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

Description	Part Number
SEAT BELT-OUTER REAR RIGHT	64660SJ021VH
SEAT BELT-OUTER REAR LEFT	64660SJ031VH

**NOTE:** The new-style belt sets are easily identified by the **BROWN** spring case cover on the retractor mechanisms as shown above.

<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>
--	--

*Continued...*

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for rear seat belt 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, 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
REAR SEAT SHOULDER BELT SET R&R ONE SIDE	B913-933	0.5	YHT-21
ADDITIONAL REAR SEAT SHOULDER BELT SETS R&R	C913-934	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.