

- 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:** 2014-18MY Forester Models WITH or WITHOUT Power Rear Gate (PRG) **NUMBER:** 12-289-20R  
**SUBJECT:** Rear Gate Stay Warranty Extension **DATE:** 08/31/20  
**REVISED:** 10/09/20

### INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty for the rear gate stays on the above listed models and model years. The coverage period for the rear gate stays will be extended from the original three (3) years or thirty-six thousand (36,000) miles (whichever comes first) to eight (8) years (96 months) / **UNLIMITED (999,999\*) miles**. All other terms and conditions of the original basic warranty coverage will continue to apply.

**\*999,999 represents Unlimited Miles as seen on Vehicle Inquiry report from Subarunet.**

This change is in response to identified conditions which in some cases and under certain circumstances, may affect the operation of the rear gate stays. It also reflects SOA's commitment to providing Subaru customers with confidence in the function and overall performance of their vehicle. This warranty extension covers any internal or external failures such as, leakage, weakness, binding, seizure or other insufficient operation of the rear gate stays.

**NOTE:** ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding with any inspection or repair. See sample inquiry result below.

Extensions					
Effective Date	Expiration Date	Coverage Type – Description	Addl Miles	Addl Months	Status
5/1/2020		XXX – Forester Rear Gate Stay Warranty Extension	999,999	60	Active

**IMPORTANT:** This Warranty Extension is subject to the same terms and conditions set forth in the New Car Limited Warranty. The Warranty Extension is only applicable to original equipment, Genuine Subaru rear gate stay assemblies including Genuine Subaru Replacement Parts. Aftermarket replacement rear gate stay assemblies are not covered by this Warranty Extension. See the individual vehicle Warranty coverages for further details as outlined in the applicable Warranty and Maintenance Supplement booklet or the Subaru Claims Policies and Procedures Manual.

<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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## SERVICE PROCEDURE:

When a customer presents a vehicle for consideration of repairs to be covered by this Warranty Extension, the standard terms of the New Car Limited Warranty apply. As mentioned above, retailers must always confirm coverage before proceeding by performing a Vehicle Coverage Inquiry on [Subarunet.com](http://Subarunet.com). If a customer presents with a concern and is outside of the terms of this extension, contact the Claims Team and review for possible alternative coverage.

The procedure for rear gate stay inspection and replacement is unchanged from the currently applicable Service Manuals. 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, and required processes needed for a complete and lasting repair.

## WARRANTY / CLAIM INFORMATION:

Labor Description	Labor Operation #	Labor Time	Fail Code
REAR GATE STAY R&R ONE SIDE	A915-381	0.3	XAQ-48
REAR GATE STAY R&R BOTH SIDES	A915-384	0.4	

## 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.