

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
2020MY Outback
2019-20MY Ascent

NUMBER: 12-300-20R

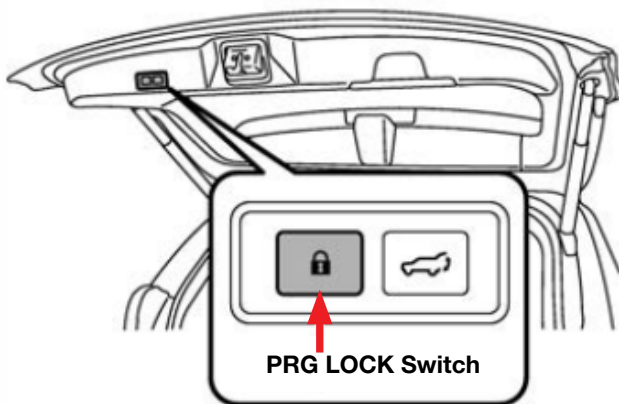
DATE: 09/30/20

SUBJECT: Power Rear Gate (PRG) Switch Trim- Design Change

REVISED: 11/09/20

INTRODUCTION:

This bulletin announces design changes made to the trim cover for the rear gate PRG control switches located on the bottom of the rear gate inner trim panel as shown below. In some cases, if the buttons are pressed in a certain way, they may become stuck below the surface of the switch cover and not function properly. Changes were made to enhance the rigidity of the part along with increasing the thickness of the locking tabs.



Trim Cover

Here, the **LOCK** button is shown stuck below the surface of the switch trim cover.

PRODUCTION CHANGE INFORMATION:

The new switch trim covers were incorporated into production starting with the following VINs:

- Forester: **LH593354**
- Outback: **L3227967**
- Ascent: **L3475289**

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

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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.

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PART INFORMATION:

The part number for the new “CAP-TRIM PANEL,REAR GATE” is: **94381SJ011VH**.

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 procedure for replacing the rear trim panel PRG switch trim 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 first time, every time. This includes important SAFETY precautions, proper inspection criteria, necessary special tools, and required processes 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
PRG REAR GATE SWITCH TRIM BEZEL	A912-533	0.2	YQK-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.

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