

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: 2019-21MY Forester
 2018-21MY Crosstrek

NUMBER: 12-299-20R

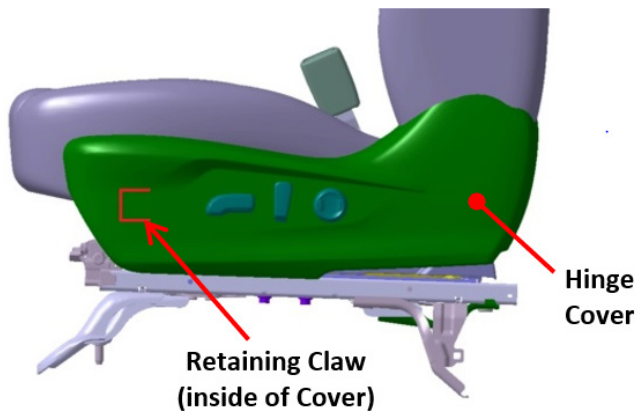
DATE: 09/04/2020

SUBJECT: 6/8-way and Driver's Seat Hinge Cover-
 Design Change

REVISED: 01/18/2021

INTRODUCTION:

This bulletin announces a design change made to the outer hinge cover on the driver's 10-way adjustable power seats. The change has been made to address several reports about the cover coming loose over time as a result of getting into and out of the driver's seat. The retaining claw portion securing the cover to the seat frame has been changed to improve its strength and durability.



Enlarged View of Damaged Claw

PRODUCTION CHANGE INFORMATION:

The new Hinge Cover was incorporated into production as listed below:

- Forester: MH408966
- Crosstrek: M8251680

PART INFORMATION:

Description	Part Number	Application
COVER-HINGE FRONT SEAT OUTER LEFT	64115SJ231VH	For 10-way power seat
	64115FL311VH	For 6/8-way power seat
COVER-HINGE FRONT SEAT OUTER RIGHT	64115SJ201VH	For 8-way power seat

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.

Subaru of America, Inc. is ISO 14001 Compliant

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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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 hinge cover replacement remains 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
SEAT TRIM R&R, ONE OR ALL	A913-871	0.2	YCD-02

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.