

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

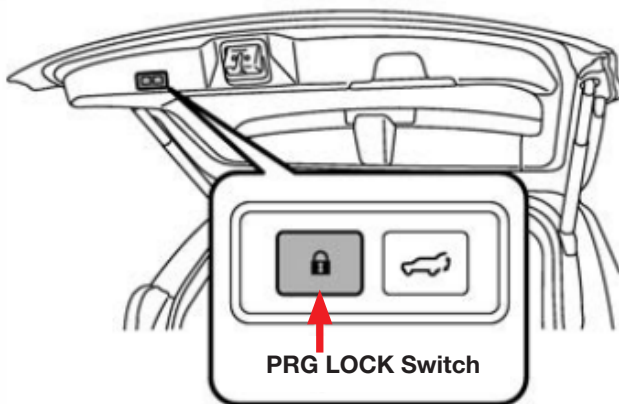
DATE: 09/30/20

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

REVISED: 04/07/21

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.

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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PART INFORMATION:

The part numbers and applicability for the new “CAP TRIM PANEL REAR GATE” are supplied in the table below:

Description	Part Number	Application
CAP-TRIM PANEL REAR GATE	94381SJ011VH	FORESTER models PRIOR TO VIN LH593354
		OUTBACK models PRIOR TO VIN L3227967
		ASCENT models PRIOR TO VIN L3475289
	94381XC00BVH	OUTBACK models with VIN L3227967 and AFTER
		ASCENT models with VIN L3475289 and AFTER

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

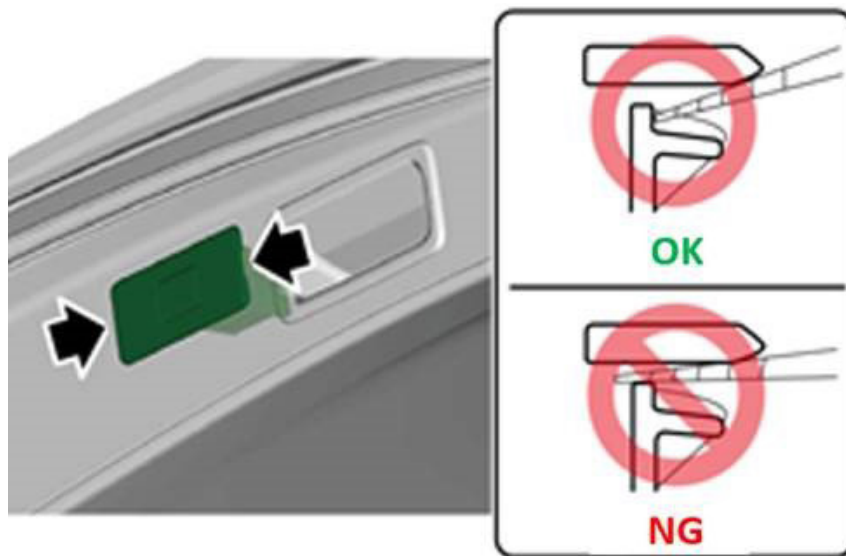
SERVICE PROCEDURE / INFORMATION:

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

The service procedure for replacing the rear trim panel PRG switch trim remain unchanged. Helpful hints and an illustration are supplied below. 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.

Helpful Hints:

Due to the added rigidity of the new part, it may be more difficult to remove. To avoid damaging the rear gate trim panel, use a plastic trim tool to CAREFULLY depress the lock tabs as shown below.



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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.