

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

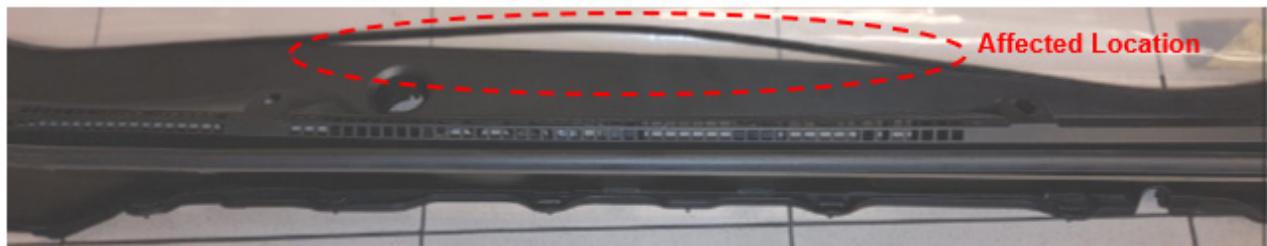
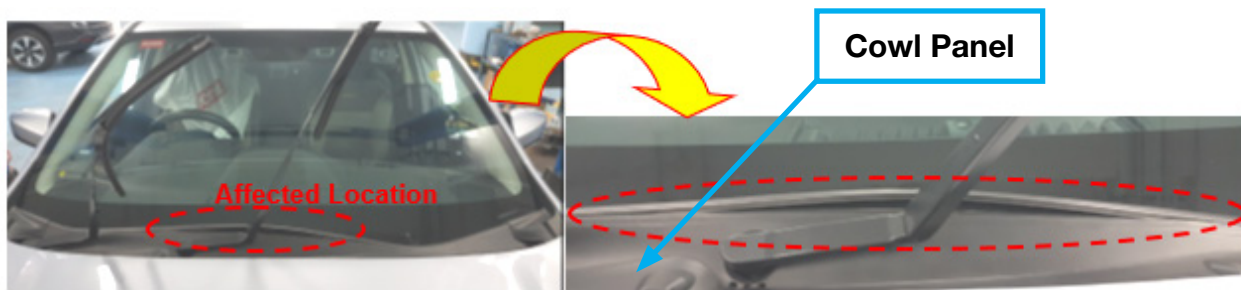
SERVICE BULLETIN

APPLICABILITY: 2018-21 Crosstrek
SUBJECT: Cowl Panel – Design Change

NUMBER: 12-321-21
DATE: 07/19/21

INTRODUCTION:

This bulletin announces a design change made to the cowl panel. These new parts utilize ten additional fixing points between the cowl panel and its rubber protector. This change was made to address a small number of cases where the rubber sealing portion had become separated as shown below. If this issue is confirmed, the cowl panel must be replaced.



PRODUCTION CHANGE INFORMATION:

The new panels have been fitted into production of the Crosstrek as of the starting VIN **M8332704**.

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.

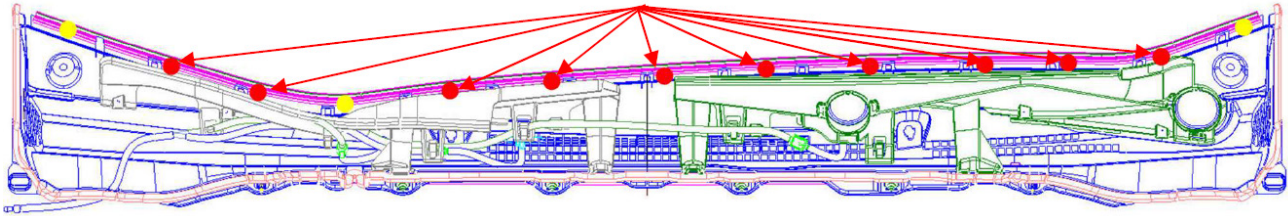
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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PART INFORMATION:

10 fixing points have been added to the new cowl panel.



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

Part Description	Part Number
COWL PANEL WITH CONVENTIONAL WINDSHIELD WASHERS	91419FL011
COWL PANEL WITH WIPER ARM INTEGRATED WINDSHIELD WASHERS	91419FL051

SERVICE PROCEDURE / INFORMATION:

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

The service procedure for the cowl panel replacement have remained unchanged:

Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Cowl Panel

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
ONE OR ALL COWL GRILL MOLDINGS R&R	A916-411	.3	XBP27

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.