

**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:** 2020-21MY Outback

**NUMBER:** 12-322-21

**SUBJECT:** Cross Bar Integrated Roof Rails – Warped/Wavy Finish

**DATE:** 08/25/21

**INTRODUCTION**

This bulletin announces a design change made to the cross bar integrated roof rails. The new roof rails have added reinforcement ribs on the bottom of the rail cover section. The ribs enhance the roof rail rigidity and prevent any “warped” or “wavy” appearance of the rail cover. This condition can be caused by high ambient temperatures and / or extreme sunlight exposure.

**EXAMPLE:**



**Effected Area of Rail Cover**

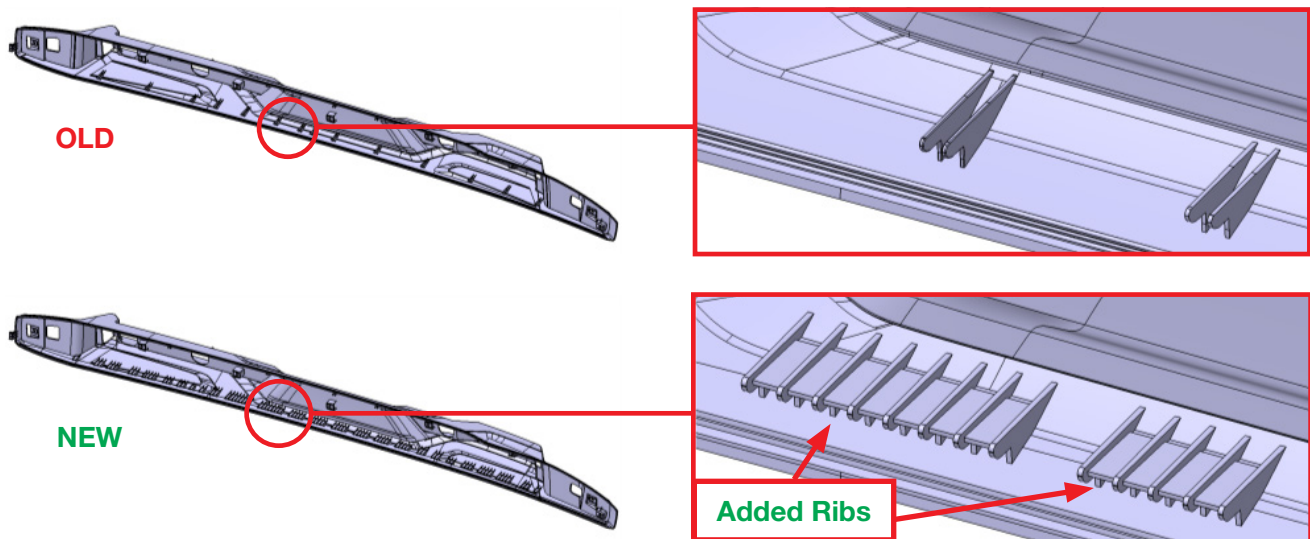
**PRODUCTION CHANGE INFORMATION:**

The production change information for the Outback is currently TBD.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p>	<p><b>Subaru of America, Inc. is ISO 14001 Compliant</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>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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**PART INFORMATION:**



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

Part Description	Color	Part Number
ROOF RAIL ASSEMBLY-RIGHT	Black	91151AN00B
	Silver	91151AN02B
ROOF RAIL ASSEMBLY-LEFT	Black	91151AN01B
	Silver	91151AN03B

**SERVICE PROCEDURE / INFORMATION:**

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

The service procedures for the roof rails remain unchanged. **ALWAYS** refer to STIS and review the full requirements of the repair being performed: Body & Electrical/WIRING SYSTEMS > EXTERIOR/INTERIOR TRIM > Roof Rail.

**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 #	Fail Code	Labor Time
ONE ROOF RACK SIDE RAIL &/OR GASKET R&R	A054-131	ZIK-29	2.1
BOTH ROOF RACK SIDE RAIL &/OR GASKET R&R	A054-134		2.5

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**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.