

**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

**NUMBER:** 12-237-22

**SUBJECT:** Loose Fitting Side Windshield Cowl Panels

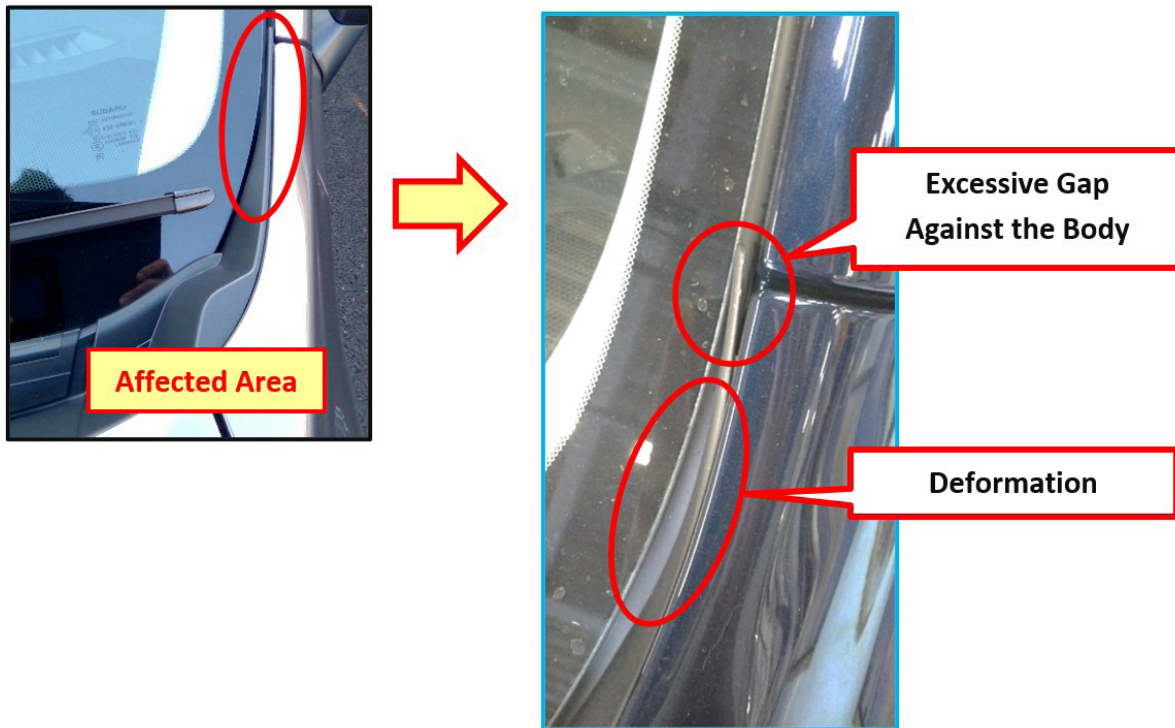
**DATE:** 04/26/22

**INTRODUCTION:**

This bulletin announces the design change made to the side cowl panels. A fortified building material has been introduced into production to avoid any possible panel deformation. This was initiated to address the small number of cases of the side cowl panels having an excessive gap against the body or exhibiting a “loose fitting” appearance. If any panel deformation is confirmed, replace the affected panel(s) with the new part.

**PRODUCTION CHANGE INFORMATION:**

The new parts have been incorporated into production of the Forester as of the starting VIN **MH576492**.



**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:

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

Part Description	Part Number
COWL PANEL-SIDE,RIGHT	91423SJ002
COWL PANEL-SIDE,LEFT	91423SJ012

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for the side cowl panel replacement 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 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.

Refer to STIS: 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	0.3	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.