

ATTENTION:

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2012-13MY Impreza and XV Crosstrek Models **NUMBER:** 12-165-14
SUBJECT: Premature Wear of Front Seat Fabric **DATE:** 02/27/14

INTRODUCTION

This bulletin announces the availability of revised front seat upholstery for both the seat cushion and backrest made with a revised fabric material which will provide increased durability and prevent pilling or fuzzing of the side bolster areas as shown in the example photo below. These new materials have increased abrasion resistance along with a resin coating on the fabric’s backing to prevent thread pull-out.



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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"

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.

COUNTERMEASURE IN PRODUCTION

The new seat cover fabric materials were incorporated at the start of 2014MY production.

PART INFORMATION

PART NAME	NEW PART NUMBER
ST COVER ASSY CUSHION FRH	64140FJ402VH or WJ
	64140FJ422VH or WJ
	64140FJ521VH or WJ
ST COVER ASSY CUSHION FLH	64140FJ412VH or WJ
	64140FJ432VH or WJ
	64140FJ531VH or WJ
ST COVER ASSY BACK REST FRH	64150FJ401VH or WJ
	64150FJ421VH or WJ
	64150FJ521VH or WJ
ST COVER ASSY BACK REST FLH	64150FJ411VH or WJ
	64150FJ431VH or WJ
	64150FJ531VH or WJ
Color Codes: VH is Black, WJ is Beige	

SERVICE PROCEDURE / INFORMATION

When replacing the seat cover(s), follow the procedure outlined in the applicable Service Manual.

NOTE: When repairing the passenger seat, the re-zeroing (calibration) procedure for the Occupant Detection System (ODS) must also be completed before releasing the vehicle.

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WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
DRIVER FRONT SEAT R&R FOR BULLETIN 12-165-14	B913-672	YNM-48	0.2
DRIVER FRONT SEAT CUSHION COVER R&R FOR BULLETIN 12-165-14	C913-682		0.5
DRIVER FRONT SEAT BACK COVER R&R FOR BULLETIN 12-165-14	C913-692		0.7
PASSENGER FRONT SEAT R&R FOR BULLETIN 12-165-14 Includes Re-Zeroing ODS System	B913-673	YNM-48	0.3
PASSENGER FRONT SEAT CUSHION COVER R&R FOR BULLETIN 12-165-14	C913-683		0.5
PASSENGER FRONT SEAT BACK COVER R&R FOR BULLETIN 12-165-14	C913-693		0.7
BOTH FRONT SEATS R&R FOR BULLETIN 12-165-14 Includes Re-Zeroing ODS System	B913-674	YNM-48	0.4
BOTH FRONT SEAT CUSHION COVERS R&R FOR BULLETIN 12-165-14	C913-684		1.0
BOTH FRONT SEAT BACK COVERS R&R FOR BULLETIN 12-165-14	C913-694		1.4