

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: 2013MY Outback Models

NUMBER: 12-149-13

SUBJECT: Improper PZEV Badging On Rear Gate

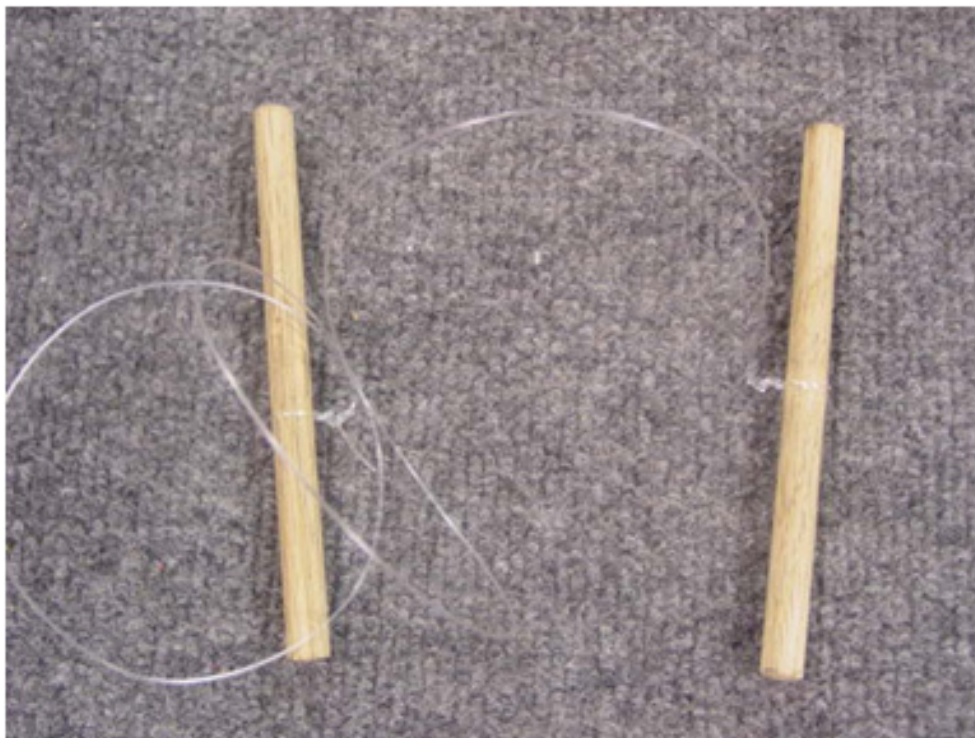
DATE: 03/22/13

INTRODUCTION

This Bulletin outlines a procedure for removal of the PZEV badging which was inadvertently installed on the rear gate of 1,766 FED emission specification vehicles. The other emission labeling on these vehicles is correct. Owners of vehicles which have already been retailed will be receiving a notification letter requesting they return to their Subaru Dealer for removal of the PZEV badging.

SPECIAL TOOLS REQUIRED

- Approximately 4 feet of 20 pound test monofilament fishing line tied to....
- 2 pieces of wooden dowel approximately 6” in length (or equivalent)



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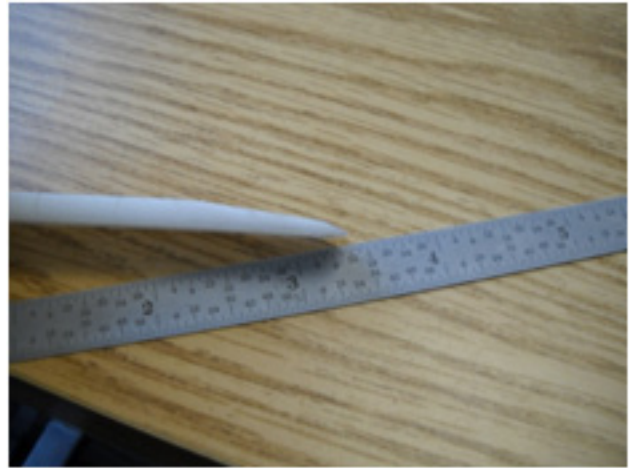
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

- **OR** a plastic trim tool with one end filed down to a thin edge



- R-M #900 Pre-Kleano prep-solvent (or a vehicle finish-safe equivalent)



- Clean shop cloth

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SERVICE PROCEDURE / INFORMATION

There are 2 methods for removing the PZEV badging as shown in the photos below.

NOTE: The “P” “Z” “E” “V” and the “PARTIAL ZERO EMISSION VEHICLE” badging all require removal.

Method 1: Start the fishing line under one corner of the badge to be removed. Use care not to get the line caught under the car model letters above the PZEV badge. **TAKE YOUR TIME** and be careful to not scratch the painted surface of the vehicle throughout this process.



Once the line is under the badge, grasp the dowels and pull firmly at a slight angle AWAY from the vehicle. This will separate the badge from the adhesive.

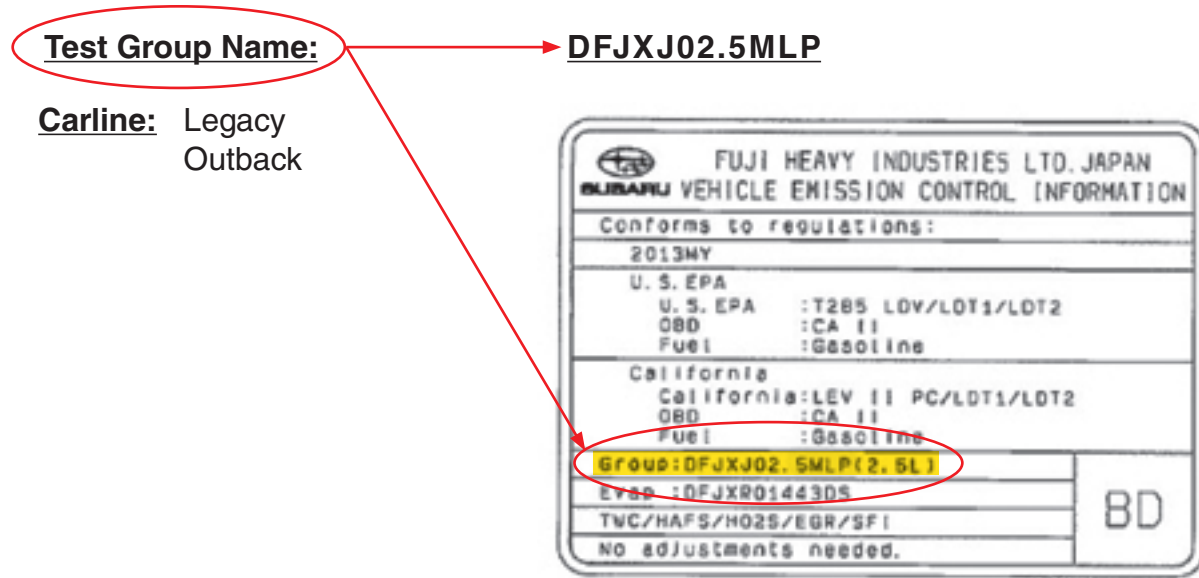
Method 2: A plastic trim tool with a very thin leading edge can also be used. Care must be taken to not dent or scratch the rear gate surface when removing the badging.



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Once the badging is removed, use a small amount of the RM 900 Pre-Kleano solvent or equivalent on a clean shop cloth to remove any residual adhesive. Use caution to not rub the finish excessively or use excessive pressure which may scratch the painted surface of the vehicle.

NOTE: For reference and verification on vehicles which need the PZEV badging removed, the under-hood labeling should look like this:



WARRANTY / CLAIM INFORMATION

This repair procedure may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
PZEV Exterior Emblem Removal	A916-402	XJQ-58	0.4

NOTE: Up to \$4.00 can be claimed in Sublet to cover the cost of the wood dowels and fishing line materials.