

**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:** 2010MY and later Legacy and Outback Models      **NUMBER:** 12-164-14  
**SUBJECT:** Film Residue Removal from Underside of Front Seat Cushion Covers      **DATE:** 02/24/14

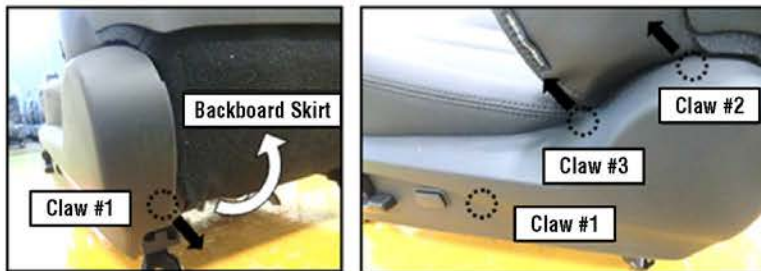
**INTRODUCTION**

In the event you receive a customer concern of what may feel like bumps or foreign matter trapped under the seat cushion upholstery, a film applied to the underside of the fabric backing to help ease initial assembly (DOW Film) may be separating and starting to gather or “ball-up”. This condition is caused by abrasion between the film and the seat cushion foam that occurs when getting in and out of the vehicle. The film residue is easily removed and removal of it is not detrimental to the appearance or durability of the upholstery. This information is applicable to both leather and cloth seat cover materials.

**SERVICE PROCEDURE / INFORMATION**

- Remove the front seat assembly following the procedure in the applicable Service Manual.
- Remove the side hinge cover by first releasing and turning up the backboard skirt as shown in the photo sequence below then **CAREFULLY** releasing all 3 of the hinge cover claws and Clip #1 from the back of the cover as shown below.

**FOR POWER SEAT:**



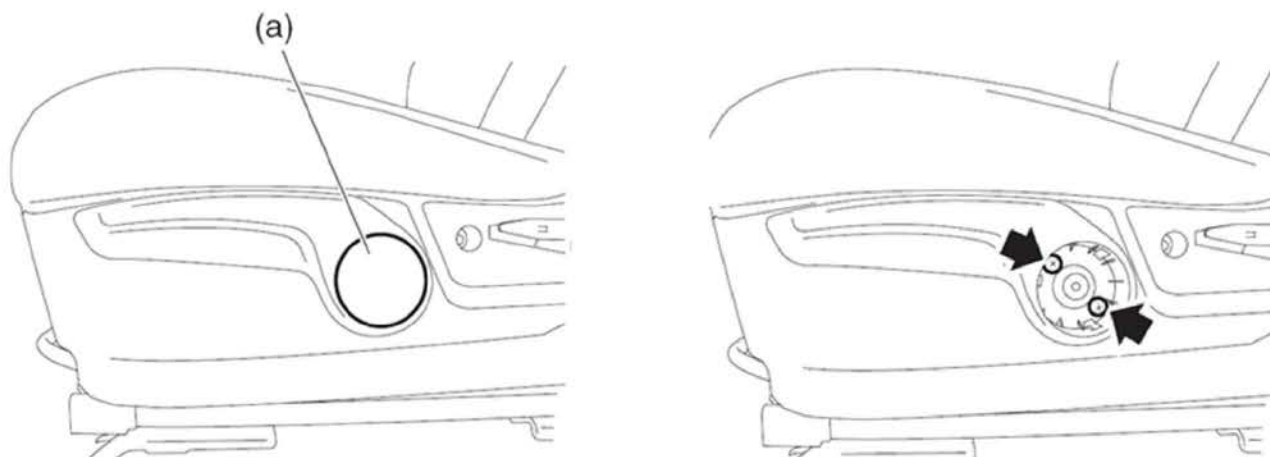
Hinge cover is hooked to the seat frame at this point. Unhook it by sliding the hinge cover toward the front after releasing Clip #1

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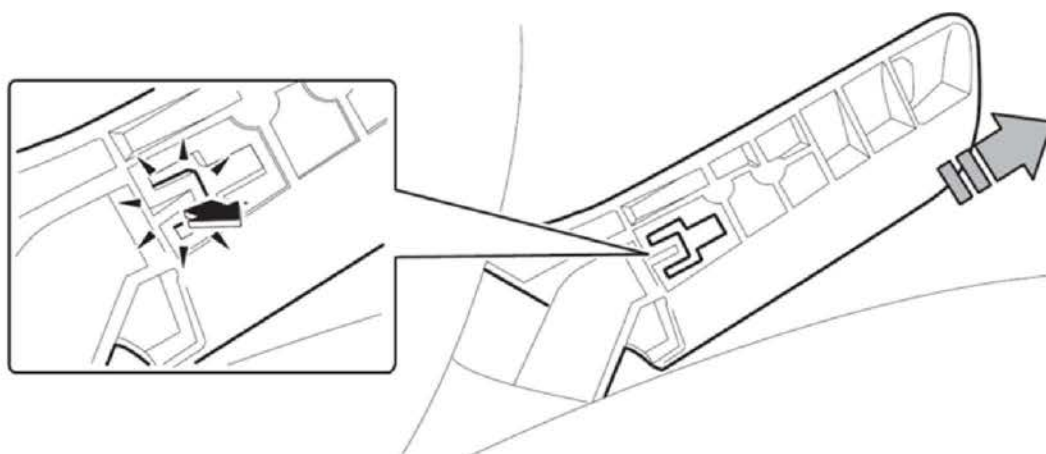
<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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><b>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"</b></p> <p>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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**FOR MANUAL SEAT:**

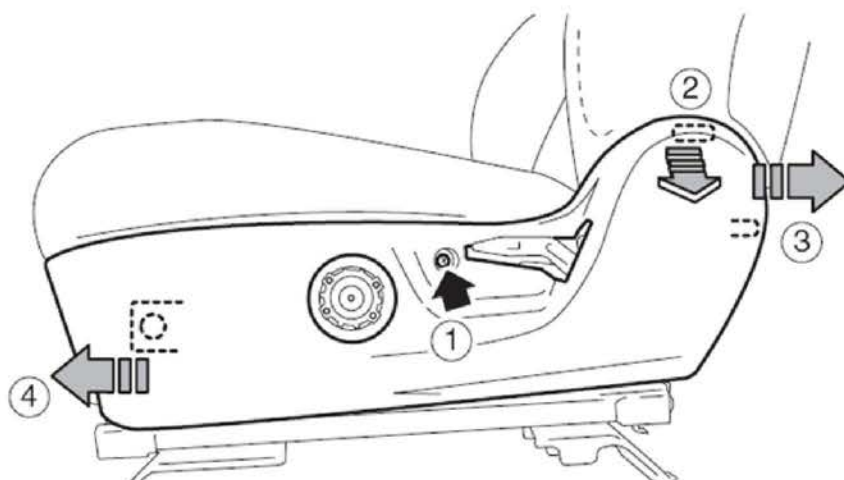
- **CAREFULLY** remove the lift lever trim cap (a) with a small flat-blade screw driver or modified plastic trim tool to access the 2 lever retaining screws.



- Remove the reclining lever cover by **CAREFULLY** releasing the claw and sliding it off the lever.



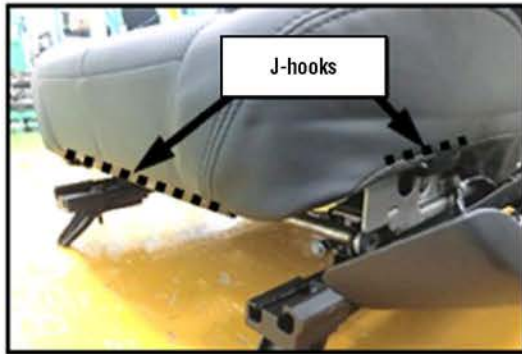
- Remove the 2 lift lever screws, the lift lever and the 3rd screw (#1 below). Release the top claw (#2), rear claw (#3) by pulling the cover backward just enough to release it, then front claw (#4) will release when sliding the hinge cover trim forward to remove it from the seat.



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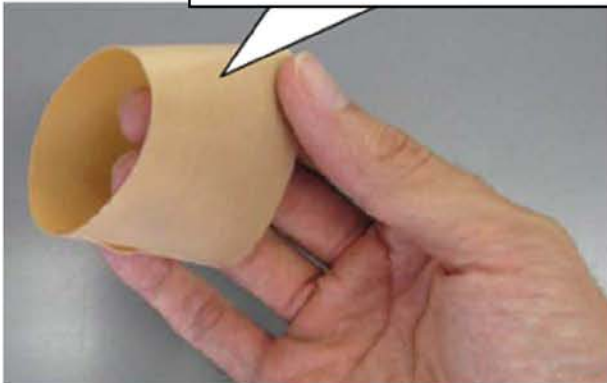
- After the hinge cover is removed, remove the two J-hooks and release the seat cushion trim cover from the corners of the seat cushion and frame. There should be no need to remove any hog rings. The pinkish-colored material shown below, right is the DOW film which may separate and gather or “ball-up” causing bumps or similar surface appearance imperfections as described previously.



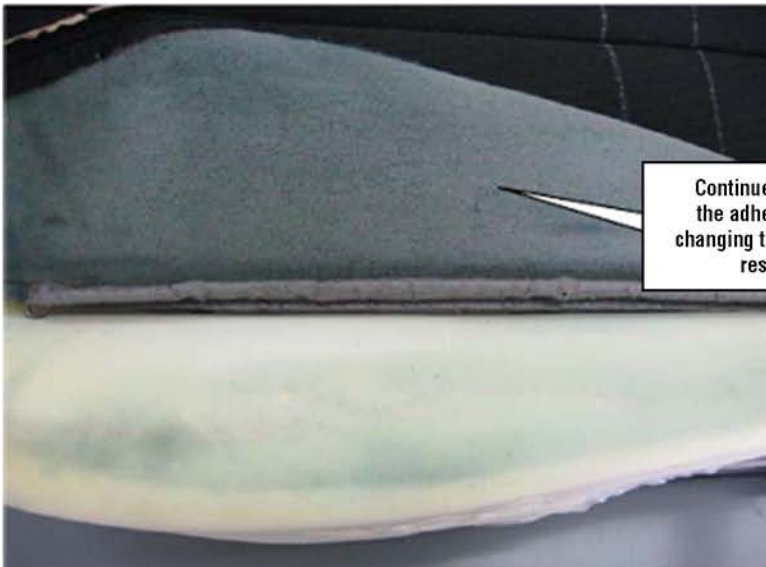
J-hooks



Use a piece of adhesive tape (duct or packing tape) wrapped around your fingers as shown with the adhesive to the OUTSIDE

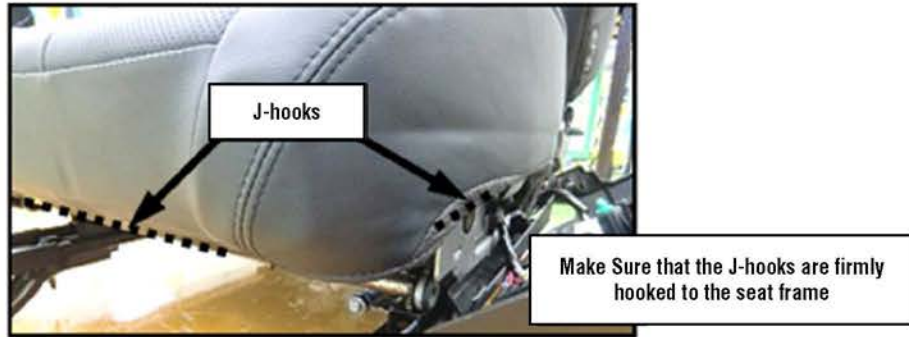


Lightly “tap” the adhesive tape on the DOW film to remove it. Be careful not to disturb or peel the urethane coating on the trim cover backing beneath the DOW film.



Continue “tapping” on the DOW film with the adhesive tape loop while turning and changing the tape as needed until the desired result shown here is achieved.

- Once the DOW film has been removed, refit the seat trim cover back to its original position. Make sure the J-hooks are properly secured to the seat frame in the same positions as they were prior to disassembly.



- Re-install the hinge cover and **CAREFULLY** refit Clip# 1 and the 3 claws into their proper locations. For Manual seats, re-install the hinge cover, reclining lever cover and lift lever, 2 claws, 3 screws and the trim cap.



- Reinstall the backboard skirt into its original position.
- When performing this repair on the passenger seat, the re-zeroing (calibration) procedure for the Occupant Detection System (ODS) must be completed following the procedure in the applicable Service Manual.
- Complete the repair by confirming all the seat functions operate properly.

## 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
D/S SEAT COVER, UNDERSIDE DOW FILM REMOVAL	A913-442	YNL-48	0.4
P/S SEAT COVER, UNDERSIDE DOW FILM REMOVAL (Includes ODS System Re-Zeroing)	A913-443		0.5
BOTH FRONT SEATS, COVER UNDERSIDE DOW FILM REMOVAL (Includes ODS System Re-Zeroing)	A913-444		0.8