

**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:** 2015MY Forester

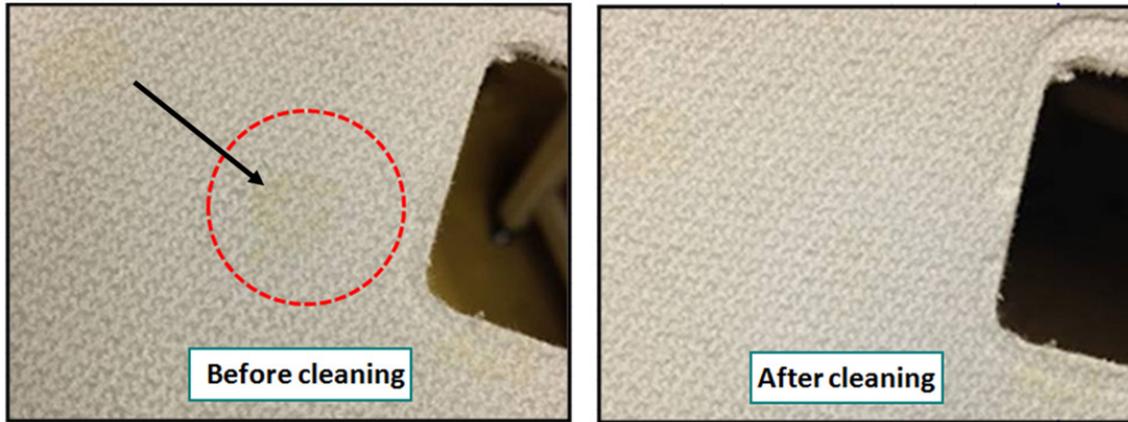
**NUMBER:** 12-173-14

**SUBJECT:** Stain Removal from the Headliner

**DATE:** 10/28/14

**INTRODUCTION**

This bulletin provides a procedure for removing the type of stain shown in the photo below which occurred during production of the headliner. “Before” and “After” photo examples are shown below.



**MATERIALS REQUIRED**

All these materials are readily available at any major retail outlet (Walgreen’s, CVS Pharmacy etc.)



- OxiClean™ Laundry Stain Remover
- **91%** Isopropyl Alcohol
- Spray Bottle containing clean, warm water\*
- Cotton Balls
- Measuring Cup  
(a clean used medicine dispensing cup works well)
- Mixing Container
- A **CLEAN** detailing towel (microfiber preferred)

\*Avoid using very hard or heavily mineralized water as it may leave behind a stain when dried. If soft water is not locally available, use distilled water.

*Continued...*

**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**

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.

## SERVICE PROCEDURE

**IMPORTANT:** Before performing this procedure, the following precautions are recommended since it will be performed while working overhead:

- Always wear safety glasses to prevent dripping solution from getting in your eyes.
- Nitrile (or equivalent) gloves and a (CLEAN) hat are recommended to be worn to minimize any skin and / or scalp exposure to the cleaning solution.
- Always protect the interior of the car below where you are cleaning the stain with plastic, a towel or similar protective covering to avoid dripping the cleaning solution onto the interior fabric or leather trim which could possibly discolor it.
- When dipping the cotton ball into the cleaning solution, it should be wet but not dripping wet. This will reduce the chances of dripping it onto areas other than the stain.
- When air-drying, always use a hair dryer on a **LOW** heat setting and keep the dryer's air outlet moving. **DO NOT** use a heat gun or high heat setting on the hair dryer or the headliner may be damaged.

**STEP 1-** Using the measuring cup, prepare a 1:9 mixture of OxiClean and isopropyl alcohol (mix 1 part OxiClean to 9 parts Isopropyl Alcohol) in the mixing container.

**STEP 2-** Stir to make sure the cleaning solution is completely mixed before proceeding.

**STEP 3-** Dip a cotton ball into the cleaning solution then repeatedly dab or pat it directly on the stain until the stain is removed.



**VERY IMPORTANT:** Use **ONLY** a dabbing or patting action when applying the cleaning solution to the stain. **DO NOT RUB** the stain with the cotton ball as rubbing may affect the texture of the headliner material. This will make the affected portion stand out because of inconsistent texture with the material of the surrounding area.

*Continued...*

**STEP 4-** Once the stain is removed, spray the affected area sparingly with clean, warm water\* and dry the area with a clean detail towel. A quality microfiber towel works well for this purpose.

**REMINDER:** Avoid using very hard or heavily mineralized water as it may leave behind a stain when dried. If soft water is not locally available, use distilled water.



**STEP 5-** After drying, if the stain has not been fully removed, repeat steps 1-4 as necessary.

**STEP 6-** Once the stain is fully removed, complete the drying of the affected area using a hair / blow dryer on the **LOW** heat setting.



## 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
2015 Forester Head Liner Production Stain Removal	913-262	YNS-72	0.4

**NOTE:** Up to \$3.00 can be claimed in sublet to cover the cost of the recommended cleaning materials.

**REMINDER:** 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 refer to STIS for the latest service information before performing any repairs.**