

- 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: 2015-16MY XV Crosstrek Models with Accessory Rear Splash Guard Kit J101CFJ270

NUMBER: 15-191-15

DATE: 12/14/15

SUBJECT: Corrosion of Attachment Hardware

INTRODUCTION

This bulletin announces availability of a replacement attachment hardware kit for the rear splash guards to address customer concerns of poor appearance due to corrosion and / or rusting. Examples of the condition are shown in the photos below.



PART INFORMATION:

The part number for the replacement hardware kit (2 screws and 2 washers) is: **SOA008W001**. The new screw and washer will have a glossy black finish as opposed to the original parts which have a more flat or “matte” appearing finish. In the rare case where a replacement “J-Nut” is required, hardware kit, P.N. J101CFJ258 must be ordered.



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

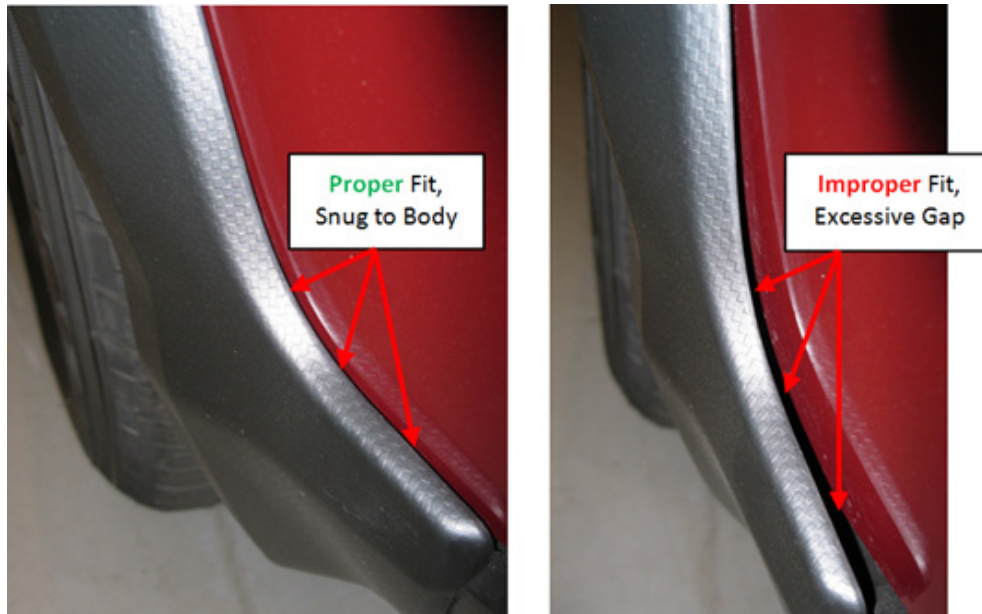
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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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.

SERVICE PROCEDURE / INFORMATION

- Remove the affected screw and washer “set” (one per splash guard).
- Remove any residual rust staining from the splash guard with a mild solvent or all-purpose cleaner on a clean shop cloth.
- Install the new kit parts. Assure the splash guard remains in place and tight to the vehicle by holding it upward with a slight inward pressure to avoid any gapping. The splash guard installation photos below show a proper fit and for comparison, an improper fit with excessive gapping.



- Torque the retaining screw to 16-19.5 inch-pounds.

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 #	FAIL CODE	LABOR TIME
XV CROSSTREK REAR SPLASH GUARD HARDWARE REPLACEMENT	A064-606	ZQX-50	0.3

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.