

- 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:** 2014-15MY Forester

**NUMBER:** 12-205-16

**SUBJECT:** Procedure to Eliminate a Depression or Dent in the Roof Trim Panel (Head Liner)

**DATE:** 07/28/16

### INTRODUCTION

This bulletin provides a procedure to address a limited number of customer concerns regarding a visible depression or dent which may be noticeable in the roof trim panel (head liner) over the front, center portion of the cargo area.

**NOTE:** This information is applicable to models **WITHOUT** moonroof only.

### COUNTERMEASURE IN PRODUCTION

A new roof trim panel was incorporated into production starting with VIN F\*409200.

### PART INFORMATION

The retaining clip bracket (and retaining clip) have been eliminated from the new roof trim panel.

Description	Part Number
TRIM PNL ASSY RF SUB	94415SG022LO
CLIP PIN D8.5X10	909130146
EPT FOAM SEALER	63599AJ000

### SERVICE PROCEDURE / INFORMATION

It is **Very Important** to read through and understand this procedure **completely** along with all related Service Manual precautions and instructions before beginning this repair.

**Step 1- CAREFULLY** “loosen” the roof trim panel (head liner) as needed following the procedures outlined in the applicable Service Manual and summarized below.

*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.

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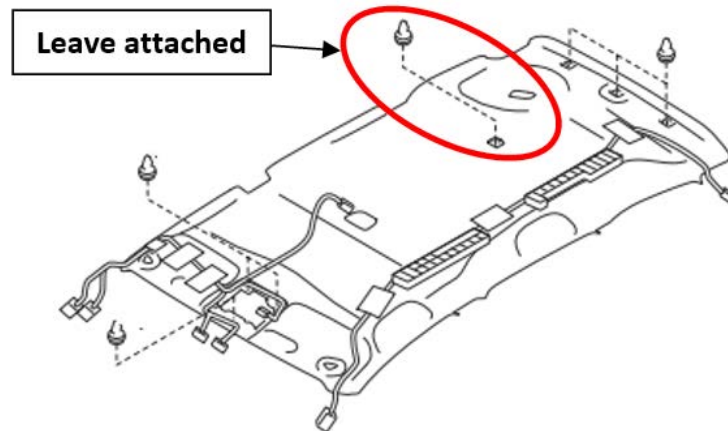
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## IMPORTANT NOTES:

- It is **NOT** necessary to completely remove the head liner from the vehicle. It only needs to be lowered to gain enough access to allow release and removal of the center rear retaining clip and application self-adhesive foam tape to the retainer clip bracket as described in **Step 4**.
- The unsupported head liner is rather fragile and has very limited flexibility. Never force the head liner to bend any more than absolutely necessary otherwise, damage to the outer (visible to the customer) surface texture may result.
- The clips securing the top of the “B” pillar trims, (p.n. **909130146**) are **one-time use** items.

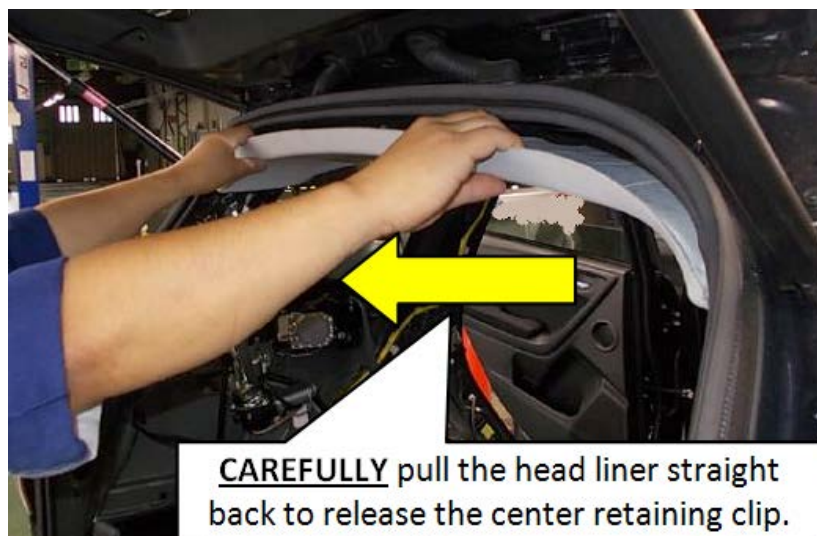
## Step 2-

- Remove the weatherstripping from the body flanges at the top areas of all 4 doors and rear gate opening.
- Using a trim clip removal tool, **CAREFULLY** separate the trim clips from the front and rear areas of the head liner leaving only the center rear retaining clip still attached as shown below.



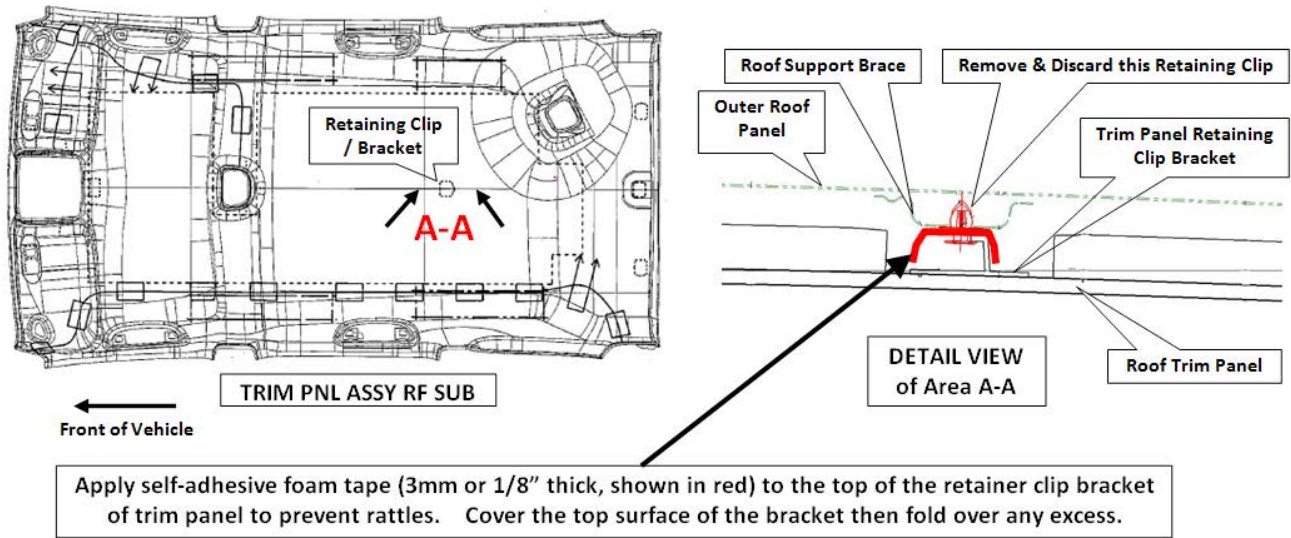
- Disconnect the wiring harness connectors for the roof harness and antenna cord.

**Step 3-** **CAREFULLY** pull the head liner straight back which will release the center retaining clip from the bracket as shown below. Remove and discard the retaining clip. Use a helper to keep the head liner supported.



*Continued...*

The illustrations below show a drawing of the head liner with the location and detail of the retainer clip bracket and attachment point to the roof brace which is where the depression can occur.



**Step 4-** Install a piece of 3mm (1/8” thick) self-adhesive foam tape to insulate the retainer clip bracket from the roof brace as shown in **DETAIL VIEW of Area A-A** above.

**Step 5- CAREFULLY** reinstall the head liner and reassemble the interior in reverse order of disassembly.

## 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
HEADLINER DENT REPAIR	A913-265	YAA-48	1.3

NOTE: For claim submission purposes, use part number **SOA635308** for the EPT self-adhesive foam.

## 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.