

- 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: 2015-2017MY Outback

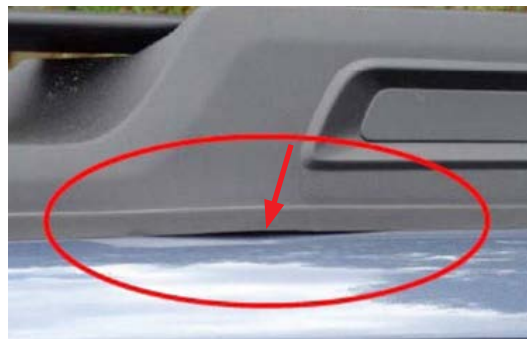
NUMBER: 12-216-17

SUBJECT: Roof Rail Gapping- Design Change

DATE: 03/21/17

INTRODUCTION:

This bulletin announces a design change to the roof rail assemblies. This change has been made in response to isolated customer concerns of a visible gap between the base portion of the rail assembly and the roof panel as shown in the example photo below. The rail's retaining claws have been changed to optimize their holding force and eliminate any gapping.



PRODUCTION CHANGE INFORMATION:

The new roof rail assemblies were incorporated into production starting with **VIN: H*334404**.

PART INFORMATION:

Description	Part Number
ROOF RAIL ASSY RH	91151AL00B
ROOF RAIL ASSY LH	91151AL01B

Continued...

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</p> <p>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.</p>
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SERVICE PROCEDURE / INFORMATION:

After confirming the condition, replace the affected roof rail following the service procedure in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
ONE ROOF RACK SIDE RAIL &/OR GASKET R&R	A054-131	2.1	ZIK-29
BOTH ROOF RACK SIDE RAILS &/OR GASKETS R&R	A054-134	2.5	

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.