

**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:** 2018MY Crosstrek

**NUMBER:** 12-244-18

**SUBJECT:** Gapping of Rear Quarter Panel Garnish

**DATE:** 06/18/18

**INTRODUCTION:**

This bulletin outlines changes made to the rear quarter panel wheel arch garnish to eliminate gapping between the inner edge of the trim and the vehicle body as shown in the images below.



**PRODUCTION CHANGE INFORMATION:**

To address this condition, changes have been made to the retaining tab at the rear of the garnish. Details of the changes are provided in the Part Information below. The changes were phased into production at two VIN breaks:

- Change #1: **J\*200103**
- Change #2: **J\*225689**

*Continued...*

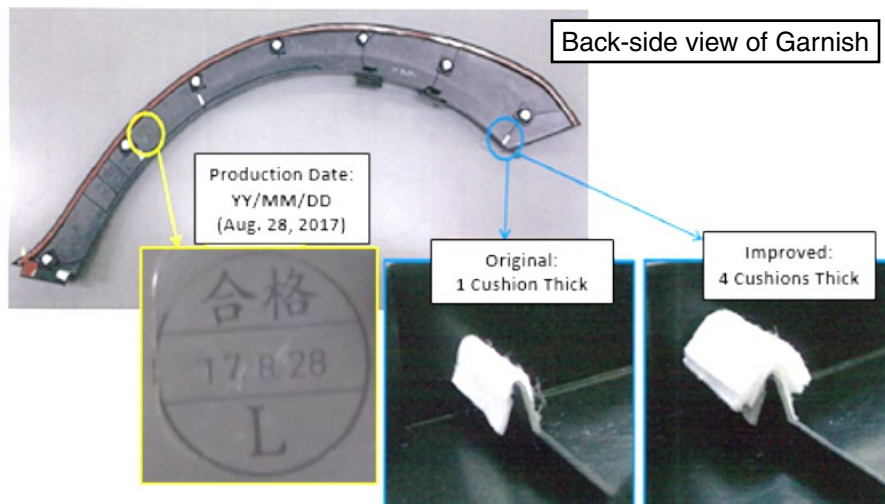
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Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle.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



- **Change #1 (Original):** Added 1 thickness of non-woven material to the rear-most retaining tab to enhance garnish retention. These parts were produced between 5/18/2017 and 8/23/2017.
- **Change #2 (Improved):** Stack 4 thicknesses of non-woven material to the tab to further enhance retention and eliminate gapping. The tab was also extended by 1.5mm. These parts were produced on and since 8/24/2017.

**NOTE:** The part numbers for the garnishes have not been changed.

**SERVICE PROCEDURE / INFORMATION:**

The service procedures for replacing the garnish remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair. Customer satisfaction and retention starts with performing quality repairs.

**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 #	Labor Time	Fail Code
REAR QUARTER PANEL GARNISH R&R ONE SIDE	A926-681	0.3	XBM-48
REAR QUARTER PANEL GARNISH R&R BOTH SIDES	A926-684	0.5	

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**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.