

**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 INFORMATION BULLETIN**

**APPLICABILITY:** 2017-2018MY Impreza 5-Door  
 2017-2018MY Crosstrek


**NUMBER:** 12-247-18

**DATE:** 07/31/18

**SUBJECT:** Cargo Cover Installation Reminder

**INTRODUCTION:**

This Service Information bulletin serves as a reminder to always make sure the rear cargo cover (a.k.a. Tonneau Cover) is re-installed properly after removal. Although the cover fits and operates if not installed properly, wrinkling and / or damage to the cover material can occur as shown in the images below.

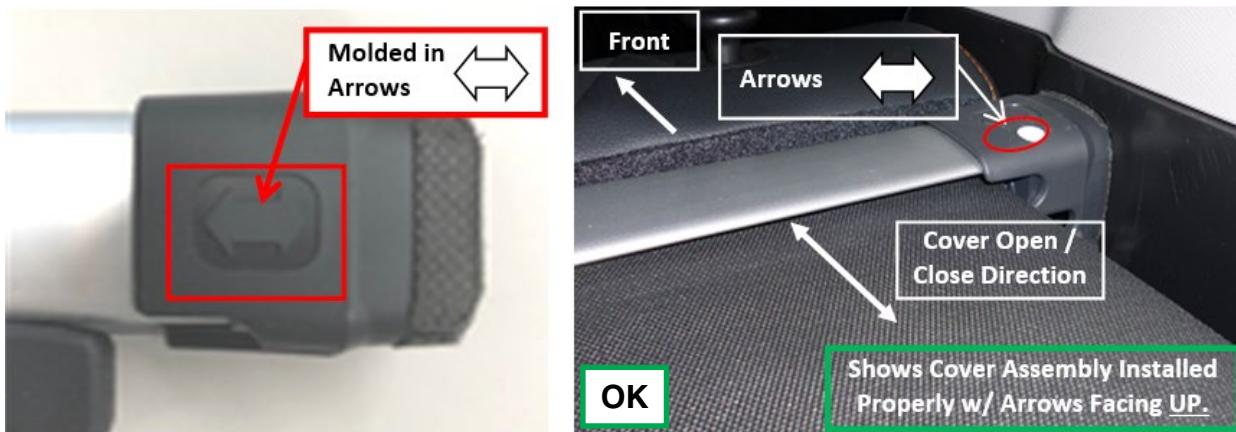
On the right side (spring-loaded) end cap portion of the housing, there is a double-ended arrow image molded into  the plastic to represent how to move the cover assembly laterally to remove / install it. It is critical for the arrows to face upward for proper operation of the cover assembly and to prevent wrinkling or damaging the cover material.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

- **Correct Installation:**

The outlet for the cover on the housing faces the back of the car.



*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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• **Incorrect Installation:**

If the housing is rotated 90 degrees and installed that way, the outlet for the cover will point downward toward the floor. If this occurs, the cover material may get caught in the push guide area and cause wrinkles or other damage.



In addition, the applicable Owners Manuals will be updated soon.

Interior equipment/Cargo area cover 6-13

**Cargo area cover (if equipped)**

The cargo area cover is provided for covering the cargo area and to protect its contents from direct sunlight. This cover is detachable to make room for additional cargo.

**■ Using the cover**

To extend the cover, pull the end of the cover out of the housing, then insert its hooks into the catches as shown. To rewind it, unhook it from the catches and it will rewind automatically. You should hold on to the cover and guide it back into the cover housing while it is rewinding.

**■ To remove the cover housing**

1. Rewind the cover.
2. Push the cover housing to the right side and shorten it.
3. Take it off the retainer.

**WARNING**

Do not place anything on the extended cover. Putting excessive weight on the extended cover can break it and an object on the cover could tumble forward in the event of a sudden stop or collision. This could cause serious injury.

**CAUTION**

Be careful not to scratch the rear gate stays while extending and rewinding the cover. Scratches on the stays could cause leakage of gas from the stays, which may result in their inability to hold the rear gate open.

**A NOTE will be added to the Owner's Manual in the near future.**

**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.