

- 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: 2019MY Ascent “Touring” Models

NUMBER: 12-255-18

SUBJECT: Rear Door Handle Frame- Design Change

DATE: 12/13/18

INTRODUCTION:

This bulletin outlines a design change made to the inner frame assembly used with the silver (“chrome”) type outer door handle to improve its reliability.

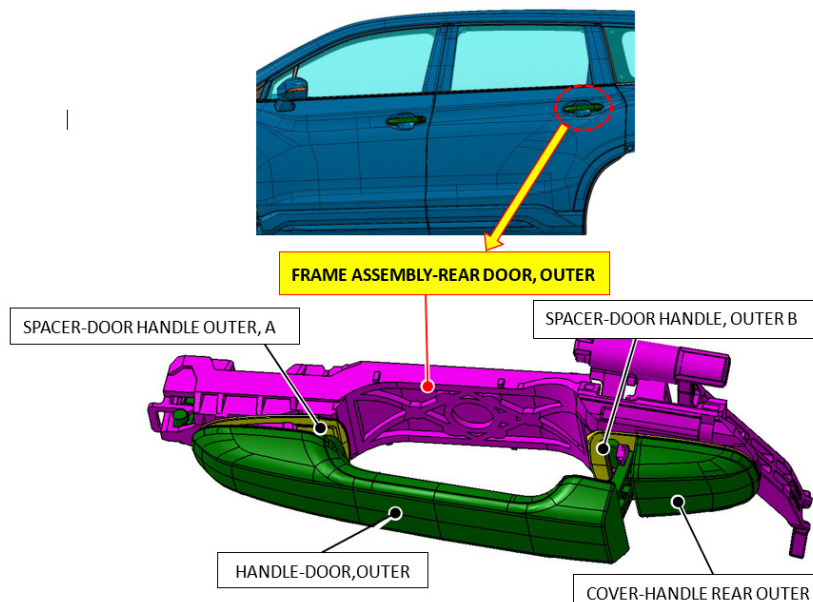
PRODUCTION CHANGE INFORMATION:

When it becomes available, this bulletin will be revised with the starting VIN for when the new rear door handle frame assemblies were incorporated into production.

PART INFORMATION:

Description	Part Number
FRAME ASSEMBLY- REAR DOOR OUTER RIGHT	62142XC00A
FRAME ASSEMBLY- REAR DOOR OUTER LEFT	62142XC01A

NOTE: The changes were made to the Frame Assembly, not the outer door handle. See illustration below.



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.

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SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention start with performing quality repairs. The service procedures for replacing the rear door handle frame assembly 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.

- If the customer reports there are times when the rear door(s) is unlocked but cannot be opened from outside the vehicle, replace the corresponding Frame Assembly following the procedure in the applicable Service Manual. If the door will not open when presented, let it cool to room temperature or colder and try again to open it before attempting any internal dismantling.

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
ONE OUTER DOOR HANDLE &/ OR FRAME R&R	B915-561	0.4	XDY-43
ADDITIONAL OUTER DOOR HANDLES &/OR FRAMES	C915-565	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.

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