

- 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: 2017-18MY BRZ

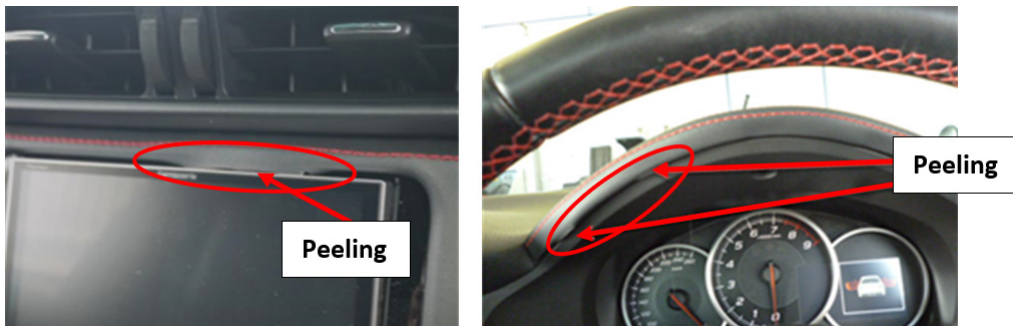
NUMBER: 12-257-19

SUBJECT: Instrument Panel Cover Peeling

DATE: 01/31/19

INTRODUCTION:

This bulletin announces manufacturing process changes made to address small number of cases where the cover (outer skin) of the visor above the combination meter and / or the center panel in the area just above the audio unit has begun to peel. The peeling condition can result from extended periods of exposure to sunlight and the related temperature variations. Reference photos of the condition are provided below.



PRODUCTION CHANGE INFORMATION:

The production process was enhanced by increasing both the application area sizes and amount of adhesive used. Parts produced with the new process were incorporated into production starting with VIN J9601567.

PART INFORMATION:

Description	Part Number	Application
VISOR- COMBINATION METER	66180CA241	Ex. Leather Trim
	66180CA251	Leather Trim
	66180CA271	2018MY
PANEL- CENTER ASSEMBLY	66077CA241	2018MY
ORNAMENT-PANEL ASSEMBLY PASSENGER	66077CA251	2017-18
	66077CA271	2018MY

REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

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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.

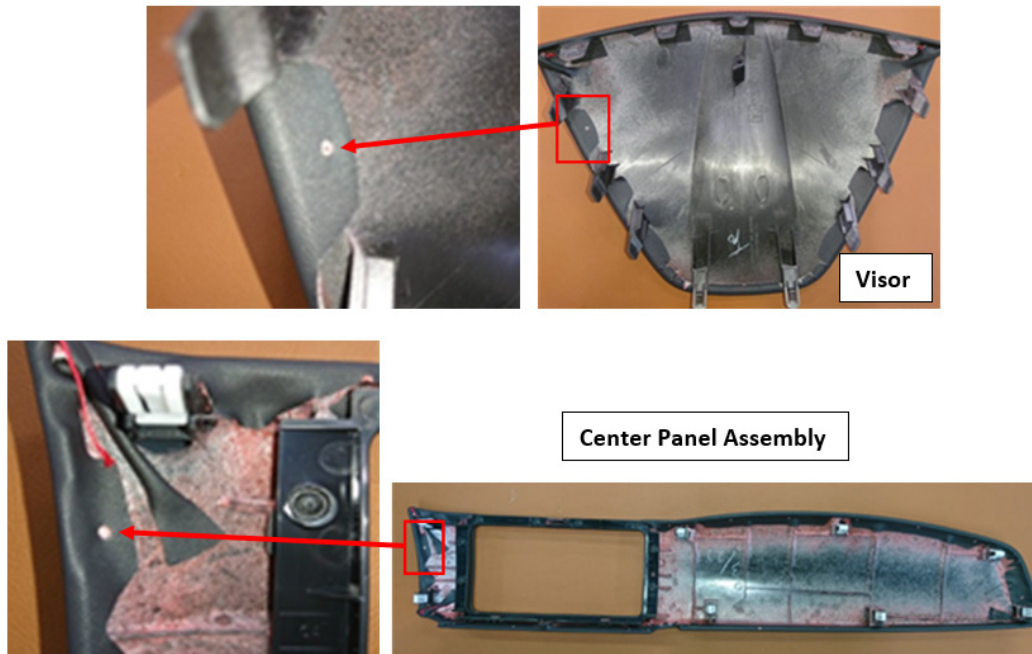
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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IDENTIFICATION:

The new parts are identified by the small hole located in a flap of the cover material on the back side of the parts as shown below:



SERVICE PROCEDURE / INFORMATION:

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

The service procedures replacing these IP components 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.

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
COMBINATION METER VISOR R&R	A911-290	0.2	YMF03
DASH ORNAMENT TRIM ONE OR ALL R&R	A911-272	0.2	YMC53
CENTER PANEL ASSEMBLY R&R	A911-212	0.2	YMG03

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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.