

- 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

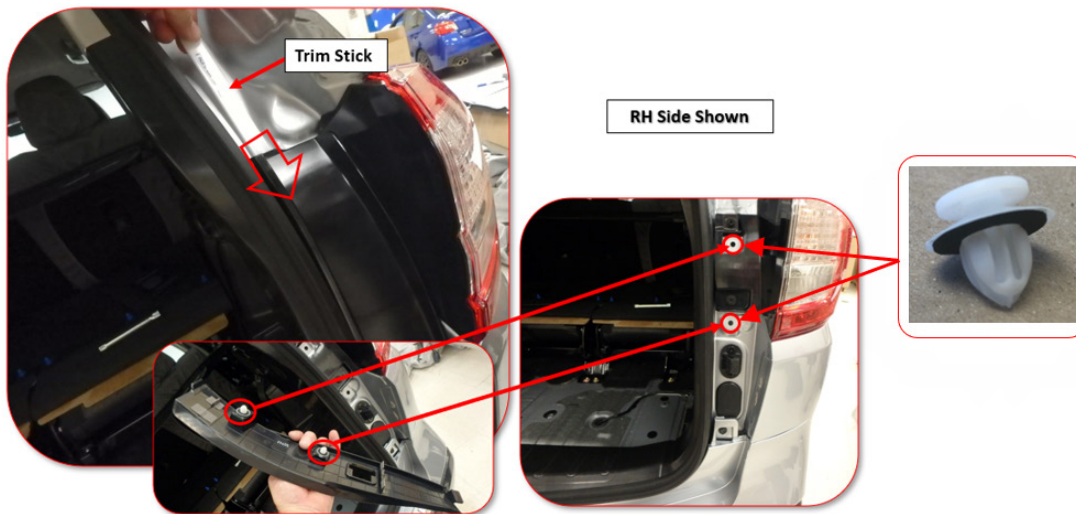
NUMBER: 12-258-19

SUBJECT: Rear Combination Lamp Access Panel Retaining Clips

DATE: 02/11/19

INTRODUCTION:

This bulletin announces a service procedure requirement to follow whenever removing the rear tail lamp access covers. The change involves the two retaining clips which are now ONE-TIME USE items and **MUST** always be replaced before reinstalling the covers.



PART INFORMATION:

The part number for the access cover retaining clip is **909130241** (qty. 2 per side).

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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.

Subaru of America, Inc. is ISO 14001 Compliant

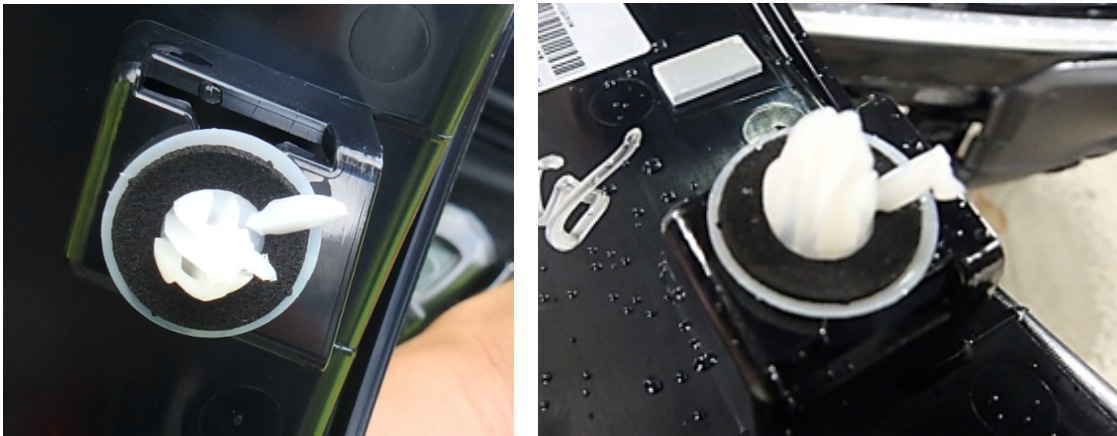
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. The basic service procedures for removing and installing the tail lamp access covers have been changed. **This change involves the two retaining clips which are now ONE-TIME USE items and MUST always be replaced before reinstalling the tail lamp access covers.** Always refer to the applicable Service Manual and review the full requirements of the repair being performed. This includes SAFETY precautions, proper inspection criteria, special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

The photos below show damaged clips identified during inspection for a concern of water accumulating in the spare tire well area. Damaged portions of the clip have compromised the sealing portion and caused the leak.



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 COMBINATION LAMP COVER/CLIP R&R- ONE SIDE	A916-761	0.2	XKC-35
REAR COMBINATION LAMP COVER/CLIP R&R- BOTH SIDES	A916-764	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.