

- 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: 2018-19MY Crosstrek
SUBJECT: Sunshine Orange (Code AK)
 Paint Repair Procedures

NUMBER: 12-256-19R
DATE: 01/23/19
REVISED: 05/30/19

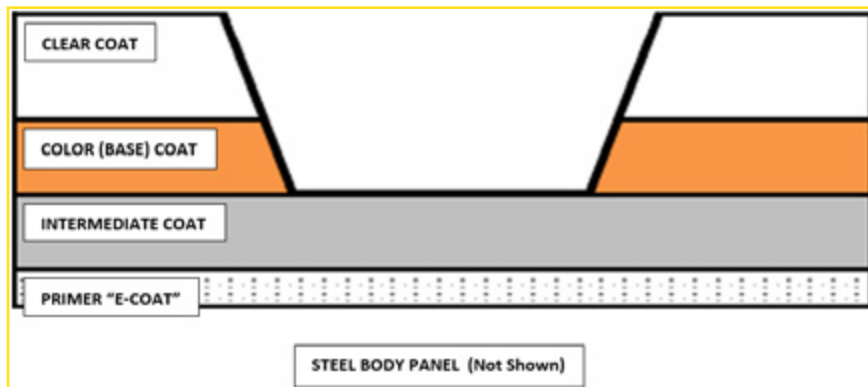
INTRODUCTION:

This Service Information bulletin provides supplemental instructions to follow when repairing chipping and / or peeling-type damage to the Sunshine Orange (Code AK) colored paint finish.

SERVICE PROCEDURE / INFORMATION:

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

- These procedures apply to the exterior portions of the metal panels ONLY (e.g. hood, fenders, doors, roof, etc.).
- Refinishing of door jambs including those for rear gate, door and gate opening pillars, and under hood areas is not required for this condition.
- If the damage appears as shown here in the example photo (color and clear coats peeling away from the intermediate coat layer), all of the clear and color coat MUST be completely removed down to (but NOT including) the intermediate coat of the affected panel(s). Unless there is damage going beyond the intermediate coat, there is no need to take the paint down any further for repair. See additional notes below if there is damage extending through the intermediate coat.



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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- **IMPORTANT:** When repairing areas of paint peeling, DO NOT attempt to “touch-up” affected areas or perform “spot repairs” to the clear, color (base) and / or intermediate coats.
- If the chip is deep enough to expose any bare metal areas (damage extends through the top color coat, primer and e-coat layers), always use the recommended materials and follow the applicable procedures for cleaning, pre-treatment and refinishing as provided in the Subaru Paint Manual. In these cases, the e-coat can be spot repaired following the material manufacturer’s guidelines. Stripping the entire panel to bare metal is **NOT** required.
- Always ensure the surface to be painted is thoroughly clean before any refinishing materials are applied. **Cleanliness is key** to a quality repair.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the claim coding information provided in the Labor Time Guide.

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.