

- 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:** 2018MY Crosstrek

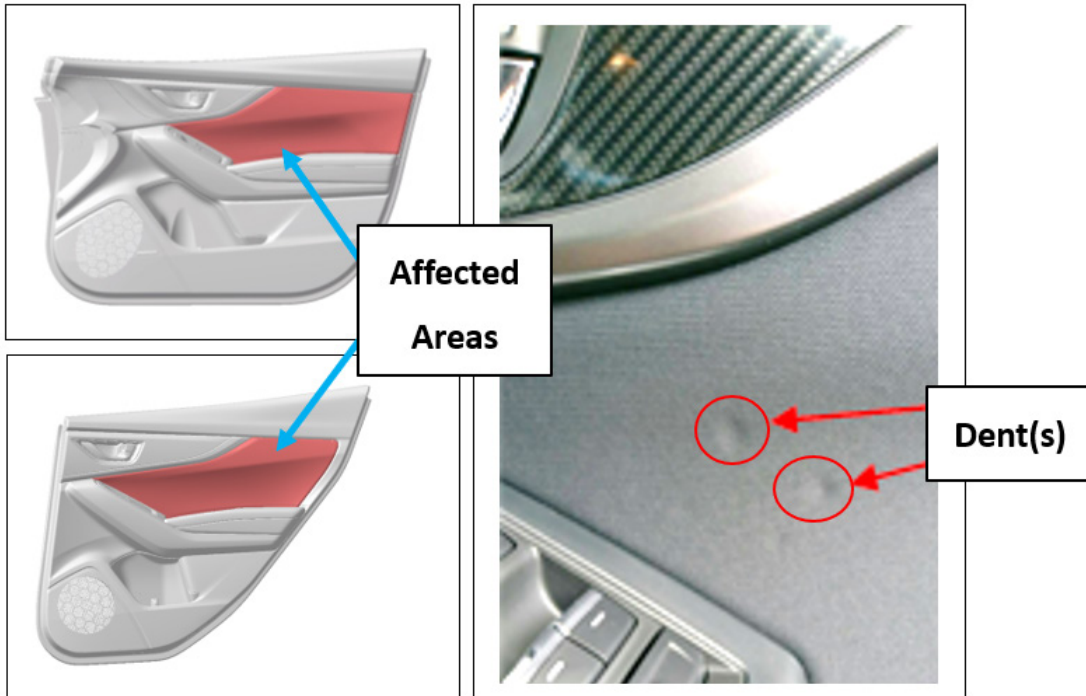
**NUMBER:** 12-266-19

**SUBJECT:** Door Trim Panels- Small Dents Visible in Tricot (Accent) Areas

**DATE:** 06/11/19

### INTRODUCTION:

This bulletin announces a change to the interior door trim panels made to address a limited number of concerns regarding small dents appearing in the accent areas as shown in the illustrations below. These dents can occur when the foam layer on the inside of the trim panel covering material is pressed inward and comes in contact with adhesive used during assembly preventing a return to its original condition. An additional barrier has been added during manufacturing to keep the foam layer and adhesive separated.



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## PRODUCTION CHANGE INFORMATION:

The new trim panels were incorporated into production starting with VIN **K8235591**.

## PART INFORMATION:

Always order the most up-to-date replacement parts based on the specific VIN being repaired. In the case of these trim panels, it is **VERY IMPORTANT** to pay close attention to and confirm the trim colors and specific color coding information when ordering.

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for door trim panel replacement 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
ONE DOOR TRIM PANEL R&R	B912-321	0.3	YHG-48
EACH ADDITIONAL DOOR PANEL R&R	C912-325	0.2	

## 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.