

- 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: 2019 - 20MY Ascent

NUMBER: 12-273-19

SUBJECT: Leather Front Seat Covers- Design Change

DATE: 09/30/19

INTRODUCTION:

This bulletin announces availability of redesigned leather seat cushion trim covers to address isolated customer concerns of wrinkles appearing during early stages of vehicle use as shown in the example photo below. The new covers utilize materials with higher durability and resistance to wrinkling.



PRODUCTION CHANGE INFORMATION:

The new seat cushion trim covers were incorporated into production starting with VIN L3400954.

PART INFORMATION:

Description	Part Number	Color
COVER- FRONT CUSHION RIGHT	64140XC06BVH	Black
	64140XC06BWJ	Ivory
	64140XC10BDM	Brown
COVER- FRONT CUSHION LEFT	64140XC07BVH	Black
	64140XC07BWJ	Ivory
	64140XC11BDM	Brown

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

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 starts with performing quality repairs.

NOTE: Installing the new trim cover requires a quantity of (at least 12) hog rings and a pair of hog ring pliers.

The service procedure for replacing the seat cushion trim cover remains 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 FRONT SEAT R&R	B913-411	0.2	YAG-03
ONE FRONT SEAT CUSHION COVER R&R	C913-471	0.5	
BOTH FRONT SEATS R&R	B913-414	0.3	
BOTH FRONT SEAT CUSHION COVERS R&R	C913-474	1.0	

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.