

- 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

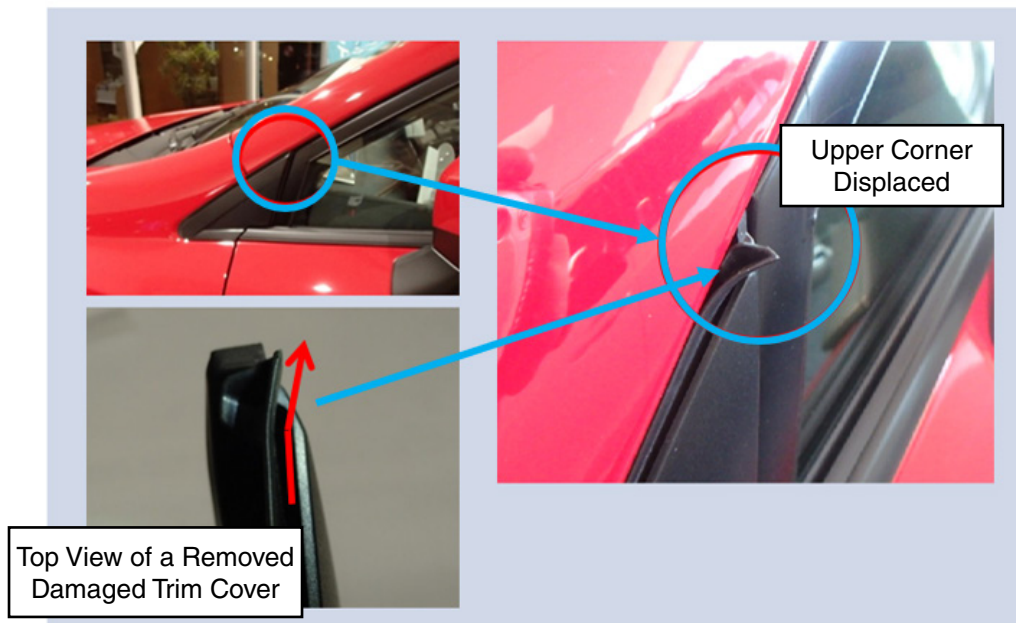
SERVICE BULLETIN

APPLICABILITY: 2018-19MY Crosstrek
SUBJECT: A-Pillar Trim Cover- Design Change

NUMBER: 12-277-19
DATE: 12/13/19

INTRODUCTION:

This bulletin describes a design change made to the exterior “A” pillar cover. The change involves use of materials in critical areas having added rigidity along with an extra strengthening rib. These changes will prevent the upper corner portion from being deformed should the leading edge of the front door contact it during opening and closing. The affected area and example photos of what the damaged component may look like are shown below.



PRODUCTION CHANGE INFORMATION:

The new A-Pillar covers were incorporated into production starting with VIN **KH387837**.

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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PART INFORMATION:

NOTE: When replacing these covers, they BOTH should be replaced as a set (LH and RH). New retaining clips are included with the replacement covers.

Description	Part Number
COVER ASSY-A PILLAR RH	65250FL002
COVER ASSY-A PILLAR LH	65250FL012

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

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for replacing the A-Pillar trim covers 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 Exterior Lower A-Pillar Cover R&R	A916-851	0.2	XMT-53
BOTH Exterior Lower A-Pillar Covers R&R	A916-854	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.