

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: 2018-20MY Crosstrek
2019-20MY Forester

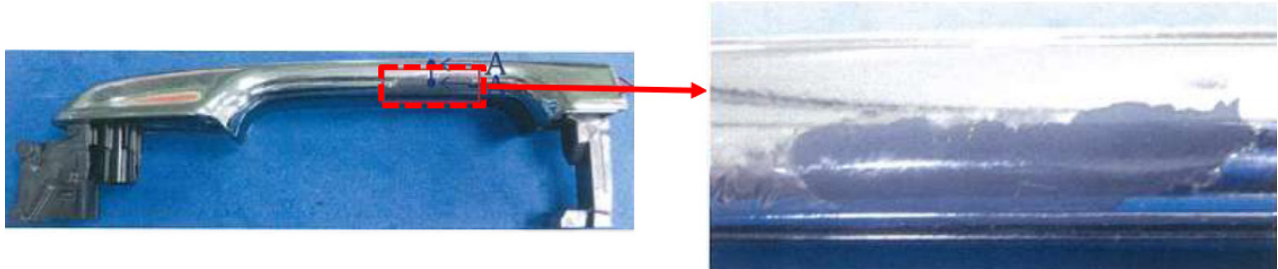
NUMBER: 12-279-20

DATE: 01/17/20

SUBJECT: Outer Door Handles- Chrome Finish Peeling

INTRODUCTION:

This bulletin announces availability of new outer door handles to address isolated concerns of the chrome finish peeling. Some hand creams and lotions contain oleic acid which may penetrate the chrome finish and cause it to peel as shown in the example photos below. The new handles utilize a plating with increased durability and improved resistance to oleic acid.



PRODUCTION CHANGE INFORMATION:

The new door handles were incorporated into production starting with the following VINs:

- Crosstrek: **LH214419**
- Forester: **LH455974**

PART INFORMATION:

Description	Part Number	Application
HANDLE-DOOR OUTER	61160FL042WW	Front
	61160FL031WW	Rear

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.

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 service procedures for door handle 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 OUTER DOOR HANDLE &/OR FRAMR R&R	B915-561	0.4	XDX-56
EACH ADDITIONAL OUTER DOOR HANDLE S&/OR FRAMES R&R	C915-565	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.