

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: 2020MY Legacy and Outback

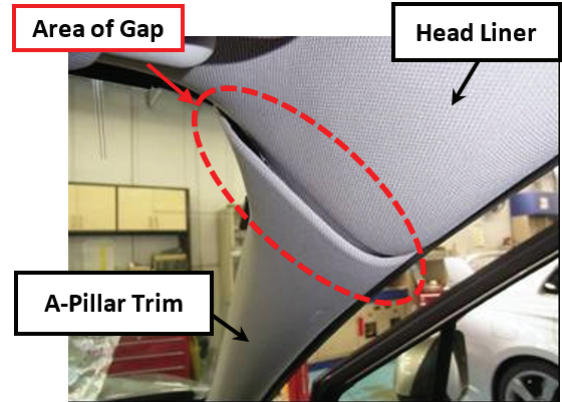
NUMBER: 12-280-20

SUBJECT: A-Pillar Trim- Gap Visible at Head Liner

DATE: 01/31/20

INTRODUCTION:

This bulletin provides a procedure to address a limited number of customer concerns regarding a visible gap between the A-Pillar trim panel and the head liner as shown in the photo here.



PRODUCTION CHANGE INFORMATION:

A production change was made to prevent this condition from occurring starting with the following VINs:

- Legacy: **L3002855**
- Outback: **L3103472**

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs. The service procedures for A-Pillar trim removal and installation 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 procedure will describe four (4) conditions which may cause the gap to occur: **A, B, C and D.**

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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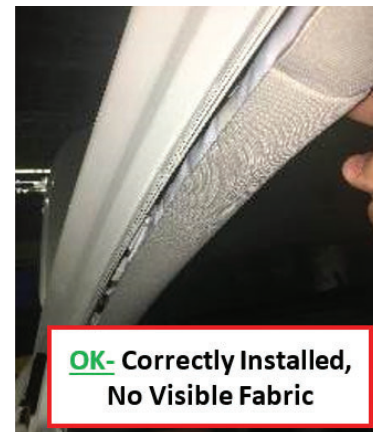
- Condition “A”

These comparison photos show the A-Pillar trim not fitting into the instrument panel (IP) properly. The trim is contacting a structural rib of the IP and is keeping it from fitting in behind the IP as it should.



- Condition “B”

The NG photo below shows a portion of the side airbag module fabric protruding from between the A-Pillar trim and the A-Pillar of the vehicle body.



- Condition “C”

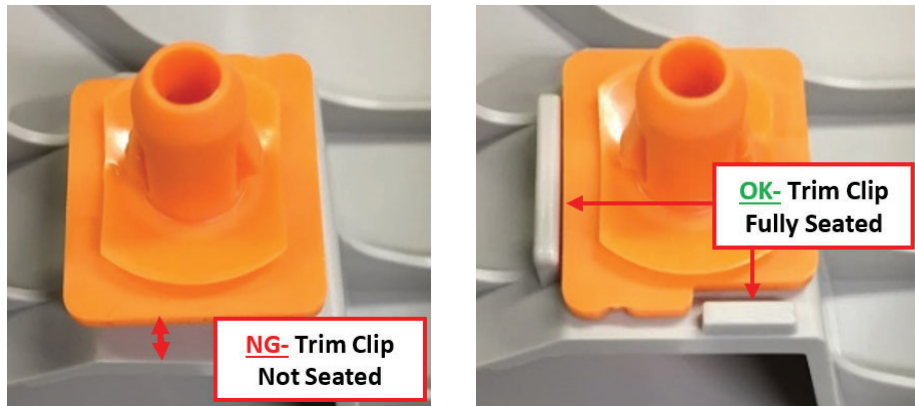
Here, the roof harness is partially covering the surface of the trim clip attachment point. The OK photo shows the harness properly tucked in away from the attachment point.



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- Condition “D”

The trim clip securing the trim panel to the A-Pillar must be fully seated against the locating bosses as shown here.

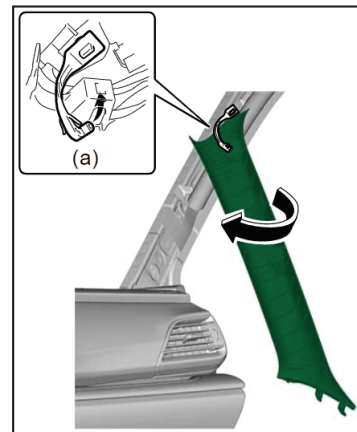


Once the condition (A, B, C or D) has been identified, proceed as follows:

- If Condition A, B or D is confirmed, the affected A-Pillar trim must be replaced as the holding force of the clips is reduced. Follow the procedure in the applicable Service Manual.
- If Condition C is confirmed, trim replacement is NOT needed as the clips were never properly seated at assembly.

VERY IMPORTANT REMINDER: Whenever removing or installing the A-Pillar trim panels, use CAUTION when disengaging the tether clip (a). If the tether clip is damaged in any way, it MUST be replaced.

- Release the trim toward the center of the IP using a plastic trim tool to access the tether clip.
- Using a needle-nose plier or the special Tether Clip removal tool, CAREFULLY rotate the clip to disengage it from the trim (b).
- Rotate the trim toward the center of the IP to remove it.



PART INFORMATION:

This information is supplied for reference only in case a replacement A-Pillar trim or tether clip is needed.

Description	Part Number
TRIM PANEL-A PILLAR, UPPER RIGHT	94010AN10AME
TRIM PANEL-A PILLAR, UPPER LEFT	94010AN11AME
TETHER CLIP	909150040

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

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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
A-PILLAR GAP REPAIR- ONE SIDE	A913-173	0.2	YCJ-03
A-PILLAR GAP REPAIR- BOTH SIDES	A913-174	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.