

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

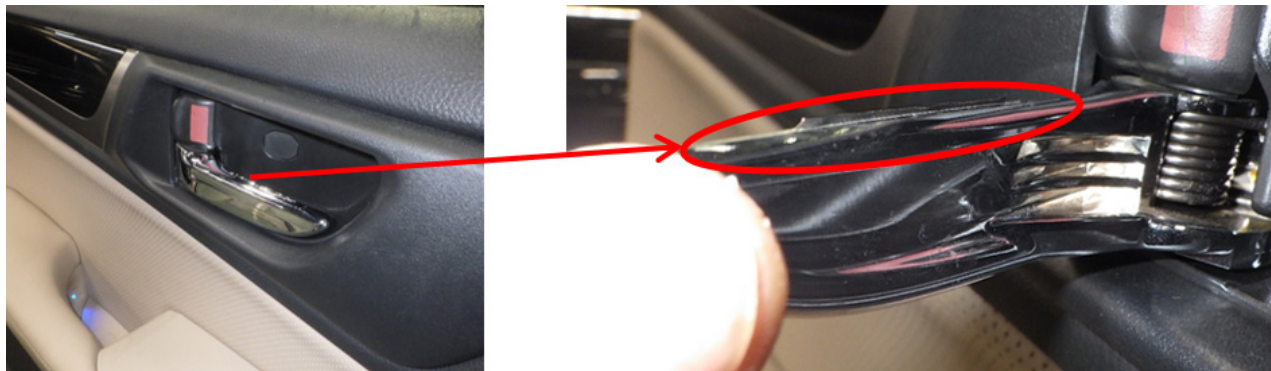
APPLICABILITY: 2015-17 MY Impreza
 2015-17MY Crosstrek
 2016-17MY Forester
 2015-17MY WRX
 2015-17MY BRZ

NUMBER: 12-284-20
DATE: 03/24/20

SUBJECT: Interior Door Handles- Chrome Finish Peeling

INTRODUCTION:

This bulletin announces availability of new interior door handles which will address isolated concerns of the chrome finish peeling as shown in the example photos below. The new handles have been produced utilizing enhanced tooling improving their durability.



PRODUCTION CHANGE INFORMATION:

The new door interior handles were incorporated into production starting with the VINS as listed below:

| Model | Starting VIN |
|-----------|--------------|
| Impreza | GH023967 |
| Crosstrek | HH212964 |
| Forester | HH492445 |
| WRX | H9823294 |
| BRZ | H9600968 |

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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PART INFORMATION:

| Description | Part Number | Application |
|-----------------------------|--------------|--------------------------------|
| REMOTE ASSEMBLY- DOOR RIGHT | 61051FJ021VH | All, Same Part, Front and Rear |
| REMOTE ASSEMBLY- DOOR LEFT | 61051FJ031VH | |

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

IMPORTANT NOTE: Since the part numbers for these handles have not been changed, inspect the date code on the part label to determine whether or not the part is post-countermeasure.

- Parts labeled **AFTER** date code **160324** (March 24, 2016) are new parts.



SERVICE PROCEDURE / INFORMATION:

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

The service procedures for interior 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: 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 or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|-------------------------------------|-------------------|------------|-----------|
| ONE INNER DOOR HANDLE REPLACE | B915-281 | 0.3 | SFD-56 |
| EACH ADDITIONAL DOOR HANDLE REPLACE | C915-285 | 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.