

**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:** 2019MY Forester

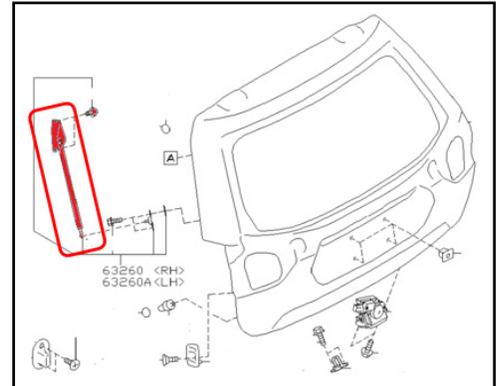
**NUMBER:** 12-287-20

**SUBJECT:** Manual Rear Gate, Gate Stays- Design Changes

**DATE:** 04/16/20

**INTRODUCTION:**

This bulletin announces design changes made to the rear gate stays to make closing the rear gate easier. Additional lubrication has been included within the housing section and the amount of reaction force required to collapse the stay after their extension has been reduced for smoother operation. This bulletin is applies to models **WITHOUT** Power Rear Gate (PRG).



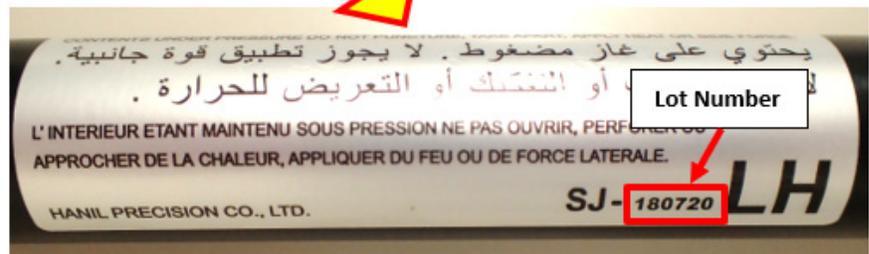
**PRODUCTION CHANGE INFORMATION:**

The new rear gate stays were incorporated into production starting with **VIN KH520519**.

**SERVICE PROCEDURE:**

Should a customer present with a concern of the rear gate being hard to close, begin by confirming the condition then inspect the rear gate stay lot numbers using the information below. Be sure to check **both sides** in case only one stay was replaced at some point due to accident or other previous repair.

- If the Lot Number is **BEFORE** (lower than) **19024**, **BOTH** stays must be replaced **AS A SET** with new parts. Note the Lot Numbers on the Repair Order for future reference.



<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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## PART INFORMATION:

Description	Part Number	Note
STAY ASSEMBLY-REAR GATE, RIGHT	63269SJ001	LEFT AND RIGHT MUST ALWAYS BE REPLACED AS A SET.
STAY ASSEMBLY-REAR GATE, LEFT	63269SJ011	

## SERVICE PROCEDURE / INFORMATION:

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. The service procedures for rear gate stay 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 first time, 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 or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
BOTH TRUNK/GATE STAY DAMPERS R&R	A915-384	0.4	XAQ-21

## 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.