

**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 INFORMATION BULLETIN**

**APPLICABILITY:** All Models **NUMBER:** 01-181-20  
**SUBJECT:** Vehicle Cleaning- COVID-19 Best Practices **DATE:** 04/30/20

**INTRODUCTION:**

During these challenging times, we know our retailers consider the personal safety of their employees and customers to be of the utmost importance. We understand many retailers have enhanced their cleaning procedures, including procedures for cleaning, sanitizing, and disinfecting vehicle interiors. **DISCLAIMER:** Subaru of America has not evaluated any product for its ability to disinfect the novel coronavirus, and we make no representations regarding the effectiveness of any product. For information on products and procedures recommended for this purpose, please refer to information from the United States Centers for Disease Control and Prevention and the United States Environmental Protection Agency, available at:

<https://www.cdc.gov/>

[www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2](http://www.epa.gov/pesticide-registration/list-n-disinfectants-use-against-sars-cov-2)

**SERVICE DEPARTMENT BEST PRACTICES AND RECOMMENDATIONS:**

If not already done, Service Department practices should be enhanced to ensure both customer and employee safety. These safety enhancements may include:

- Sanitizing customer areas every hour
- Waiting area floor markings with 6’ lines to promote social distancing
- Continue to greet the customers in a professional and friendly manner but refrain from any physical contact
- Inform customers of any sanitation measures taken before their vehicle is released back to them
- Personal protective equipment (masks, gloves, etc.) should be used by Service Advisors
- Providing customers with a new pen for their sole use to prevent cross-contamination.

**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 PROCEDURES / INFORMATION:

Subaru vehicles are built using many different materials requiring many different types of care. Subaru Corporation recommends the use of mild soap / detergent and warm water to clean interior parts and trim surfaces which corresponds with the recommendation found in the Owner's Manual. According to the CDC website, cleaning removes germs, dirt, and impurities from surfaces or objects. Cleaning works by using soap (or detergent) and water to physically remove germs from surfaces. This process does not necessarily kill germs, but by removing them, it lowers their numbers and the risk of spreading infection. Normal routine cleaning with soap and warm water decreases how much of the virus is on surfaces and objects which also reduces risk of exposure.

**CAUTION:** Always be sure to wring out the wet cleaning cloth to avoid any "puddling" of water and be sure to use a clean towel to thoroughly dry the cleaned areas. Always use extra caution when cleaning around switches, knobs and other electrical components.

The use of alcohol-based and / or chemical-based cleaning products to disinfect interior trim surfaces (e.g. steering wheels, shift knobs, leather seat trim surfaces, etc.) is NOT recommended. These products may damage trim surfaces. Cleaning solutions / sanitizers should not be used to clean or disinfect infotainment touch screens and other clear plastic surfaces as they may cause hazing or fading to occur. It is also VERY important to remember when cleaning leather or other supple trim surfaces, a conditioner MUST be applied IMMEDIATELY after drying to restore moisture.

Some retailer Service Departments are using steering wheel, seat and shift knob covers. If these measures supplement mild soap / detergent and warm water, are only used once and not moved from vehicle to vehicle, they should be considered a viable method for providing additional protection. Other areas to consider are:

- Interior and exterior door handles
- Arm rests
- Paddle shifters
- Turn signal, wiper stalks
- Radio and climate control buttons/knobs
- Window switches
- Center console
- Door locks and switches
- Rear and side view mirror controls
- Sun visors
- Seat(s)
- Key(s) / fob(s)

To summarize, the recommendation is to use mild soap / detergent and warm water to clean interior parts and trim surfaces. Technicians should continue using alcohol-based hand sanitizers on their hands regularly and allowing it to dry before entering the vehicle or touching any interior surfaces.

## 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.