

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

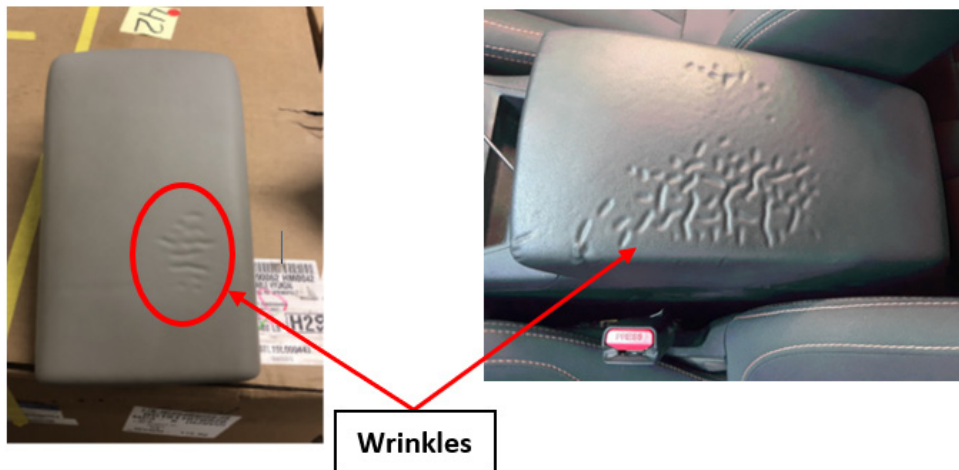
APPLICABILITY: 2017-21MY Impreza
 2018-21MY Crosstrek
 2019-20MY Forester

NUMBER: 12-312-21
DATE: 02/19/21

SUBJECT: Center Console Armrest Cover-
 Wrinkled Appearance

INTRODUCTION:

This bulletin announces availability of new center console armrest covers to address the wrinkling condition shown in the photos below. When the cover comes in contact with oily substances (e.g. some sunscreen products), the pictured condition may result over time. The new center console armrest covers are made with a material with higher durability and improved resistance to oily substances.



PRODUCTION CHANGE INFORMATION:

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

- Impreza 4-Door: **M3600903**
- Impreza 5-Door: **M3701523**
- Crosstrek: **MH206323**
- Forester: **LH572688**

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">Subaru of America, Inc. is ISO 14001 Compliant</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	Application
LID ASSEMBLY- CONSOLE BOX	92114FL002VH	Impreza and Crosstrek
	92114FL002WJ	Impreza
	92114SJ001VH	Forester
	92114SJ001QA	

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

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for replacing the console lid remain unchanged. Always refer to STIS 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, every time.

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
CENTER CONSOLE LID / LATCH R&R	A911-381	0.2	YCO-48

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.