

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 & Outback **NUMBER:** 12-315-21
SUBJECT: Steering Column Cover Rubbing -Type Sound **DATE:** 03/10/21

INTRODUCTION:

This bulletin announces a design change made to the steering column cover in response to customer concerns of a rubbing -type sound heard when turning the steering wheel. When the steering column is tilted upward and into the proper position, the back of the steering wheel may contact the lower portion of the column cover trim. A cushion has been added inside the cover to prevent the contact and eliminate the sound.



PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with starting VIN information when it becomes available.

PART INFORMATION:

NOTE: The new cover assembly includes both the upper and lower sections.

Description	Part Number	Application
COVER ASSEMBLY- COLUMN	34341AN10B	Key Start Models
	34341AN11B	Push-Button Start Models

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

<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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SERVICE PROCEDURE / INFORMATION:

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

The service procedures for steering column cover replacement remain unchanged. Always take proper precautions whenever working with these highly visible interior trim components to protect them and the surrounding components from damage. 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 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
STEERING COLUMN COVER R&R	A658-103	0.3	RAH-25

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.