

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: 2019-2021 Forester with Seat Position Memory **NUMBER:** 07-197-21
SUBJECT: Seat Position Memory Switch- Loose Fit **DATE:** 06/29/21

INTRODUCTION:

This bulletin announces availability of a NEW reinforcement bracket for the seat position memory switch. The bracket has been designed to fit on the existing switch without modification. The new bracket adds increased rigidity to optimize retention of the memory switch. Install this new bracket should a customer experience a loose-fitting seat memory switch in high ambient temperature conditions.

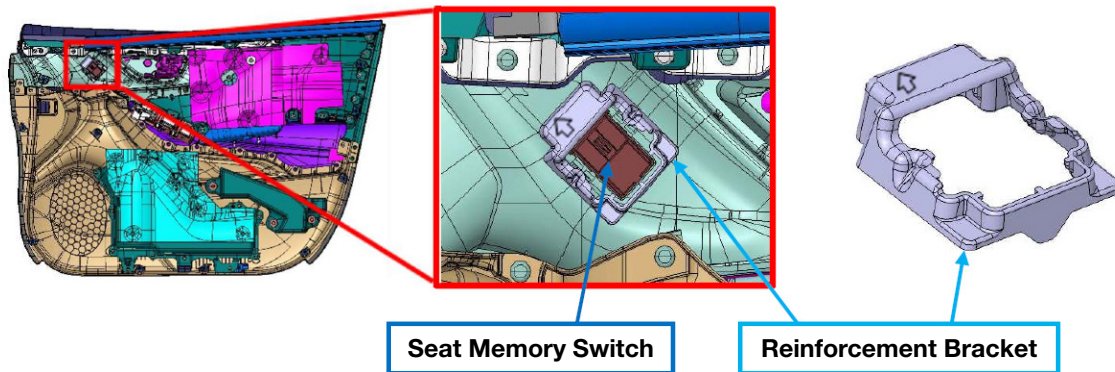
PRODUCTION CHANGE INFORMATION:

Production change for this part is **TBD**.

PART INFORMATION:

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

Part Description	Part Number
BRACKET-REINFORCEMENT, SWITCH	94286SJ100



Seat Memory Switch

Reinforcement Bracket

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 PROCEDURE / INFORMATION:

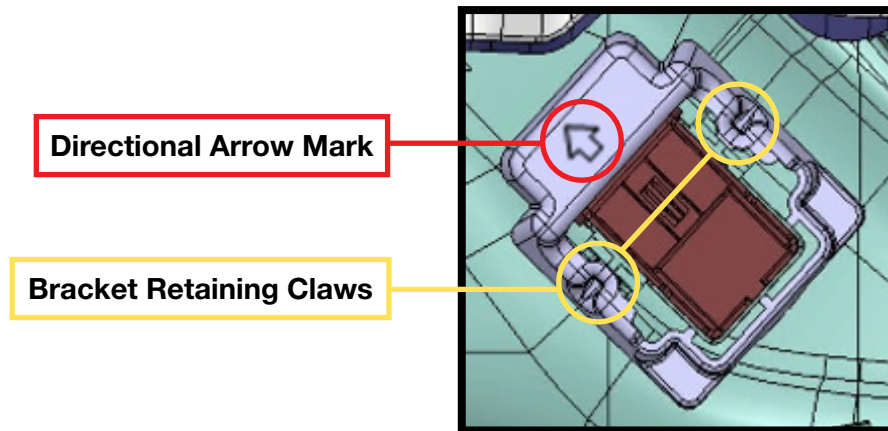
REMINDER: Customer satisfaction and retention starts with performing quality repairs.

NOTE: Always record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, the position must also be noted and relearned.

Installation of Reinforcement Bracket

STEP 1) **CAREFULLY** remove the driver's side front door trim panel: EXTERIOR/INTERIOR TRIM > Door Trim > FRONT DOOR.

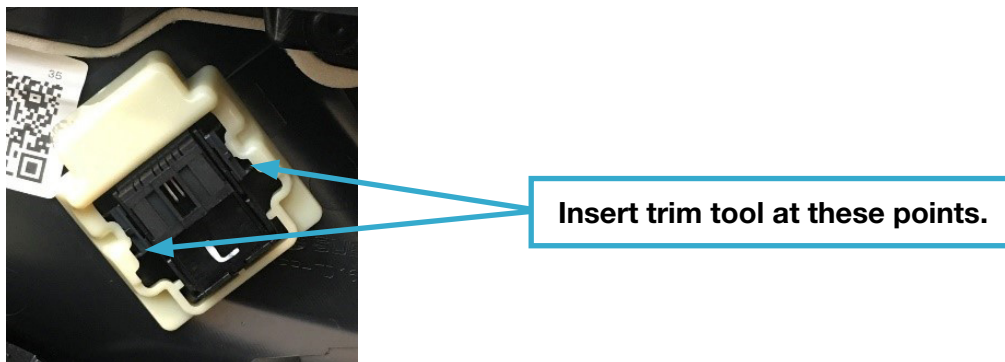
STEP 2) Align the bracket with the directional arrow as shown in the picture below. The bottom ridge of the bracket will line up with the groove in the switch.



STEP 3) Install the bracket by pushing it on to the door panel while aligning the retaining claws. Ensure the fitment and retention strength is sufficient. **CAREFULLY** reinstall all parts in reverse order and perform a function test of the seat memory switch. Reset the seat memory positions (and PRG memory height) gate to match the customer's previous selections.

Removal of Reinforcement Bracket

STEP 1) With the door trim panel removed, release the bracket hold claws with a small plastic trim tool.



Insert trim tool at these points.

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NOTE: Examine the bracket after removal to be sure the retaining claws are not damaged before reinstalling.

Removal / Installation of the Seat Position Memory Switch

The seat position memory switch reinforcement bracket **MUST** be removed prior to switch removal. The removal / installation instructions for the memory switch are unchanged in the Subaru Service Manual: Body & Electrical / WIRING SYSTEM > SEATS > Power Seat System.

IMPORTANT NOTE: Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5 Nm (5.5ft.-lbs. or 66 inch-lbs.) while supporting the sensor with the other hand: STARTING / CHARGING SYSTEMS > Battery Sensor.

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
POWER SEAT MEMORY SWITCH REINFORCEMENT	B850-798	0.3	YPP-23

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.