

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: 2022MY Outback Wilderness

NUMBER: 12-224-21

SUBJECT: Trailer Hitch Fascia Panel / Lack of Adhesion

DATE: 08/13/21

INTRODUCTION:

This bulletin provides a work procedure required to address the Outback Wilderness trailer hitch fascia panel. This procedure addresses isolated cases of excessive gapping and/or lack of adhesion to the rear bumper cover. Following the procedure outlined below will provide a more secure seating and reduce gapping.

PART INFORMATION:

Part Description	Quantity	Part Number
CLIP-2PIECE	2	909140062

SERVICE PROCEDURE / INFORMATION:

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

STEP 1) The fascia panel may appear to be seated. If pressure is applied to the bumper cover section above the fascia, the double-sided tape may separate.. Confirm the fascia panel to body fitment by pressing the bumper cover and inspecting the contact condition.

NOTE: The fascia panel does not need removal for the reinforcement repair to be performed.



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.

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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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LACK OF ADHESION AREAS



- STEP 2)** Print out the template supplied at the end of this document. It is **CRITICAL** that the template is printed in “**Actual Size**” and on legal paper. The template size can be confirmed with a ruler. **ALWAYS** confirm your printer properties when printing templates.
- STEP 3)** Attach the template to the fascia using masking tape. There are alignment marks included in the printable template.
- STEP 4)** Prepare a 7mm drill bit with a stopper or “wrapped tape” set to 1/2 inch to maintain drill depth. It is **IMPORTANT** to verify the Reverse Automatic Braking (RAB) harness is clear of the selected drilling areas. **CAREFULLY** drill two 7mm diameter holes into the fascia and bumper cover using the provided template. **Always** double-check the alignment before drilling.



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STEP 5) Install the clips #909140062 into the drilled holes. Confirm the fascia maintains minimal gaps and is secured properly to the bumper cover as shown below to complete the procedure.



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 #	Fail Code #	Labor Time
TOW HITCH FASCIA GAP REPAIR	A054-238	ZRU-29	0.4

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.

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