

**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:** 2019-22MY Forester  
2022MY Impreza  
2022MY Crosstrek

**NUMBER:** 12-242-22

**DATE:** 10/03/22

**SUBJECT:** Roof Panel Molding – Excessive Gap

### INTRODUCTION:

This bulletin announces the shape design change made to the roof molding fasteners to help prevent any deformation of the molding. A customer may experience an excessive gap between the roof molding and the roof panel. The new fasteners have an enhanced shape to help maintain a flat fitment of the roof molding. If this roof molding with excessive gap is reported, replace the affected fasteners with the newly redesigned parts.

### PRODUCTION CHANGE INFORMATION:

The new fasteners have been incorporated into the production as per the table below.

Model	Starting VIN
Forester	NH439640
Impreza	TBD
Crosstrek	TBD

### PART INFORMATION:

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

Model	Part Description	Part Number	Quantity
Forester With Roof Rail	FASTENER	91048FG002	7 Per Side
Forester Without Roof Rail	FASTENER	91048FG002	8 Per Side
Impreza	FASTENER	91048FG002	6 Per Side
Crosstrek	FASTENER	91048FG002	6 Per Side

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

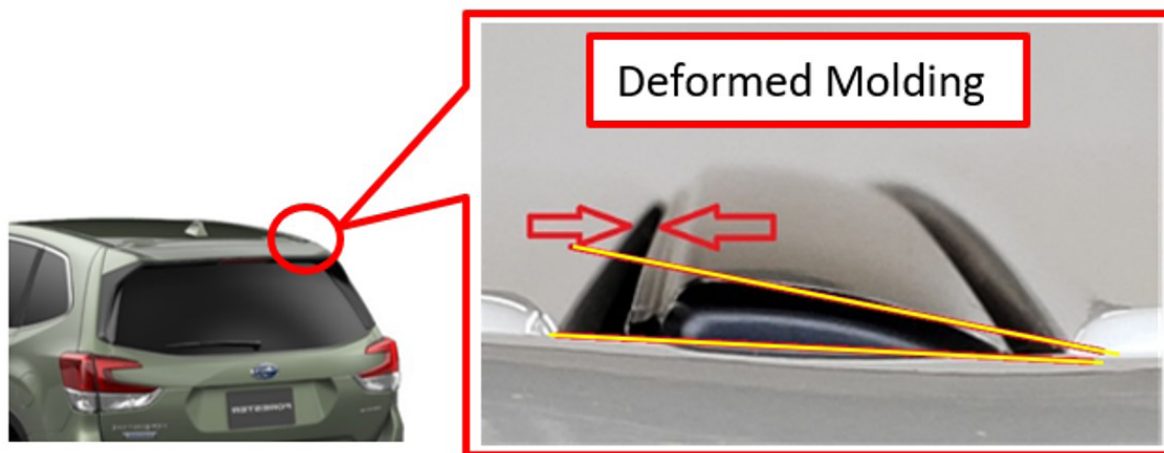
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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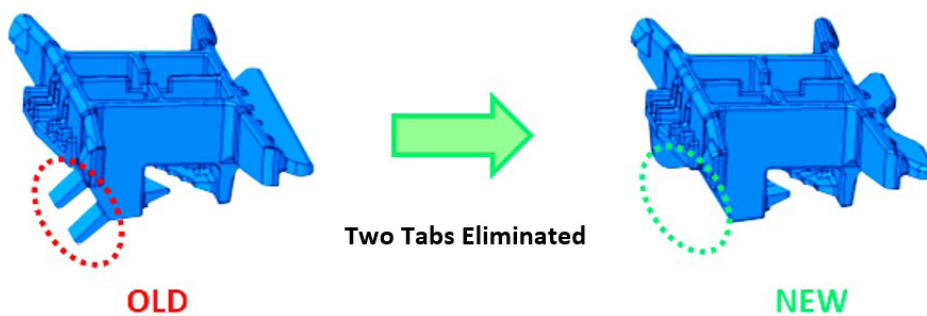
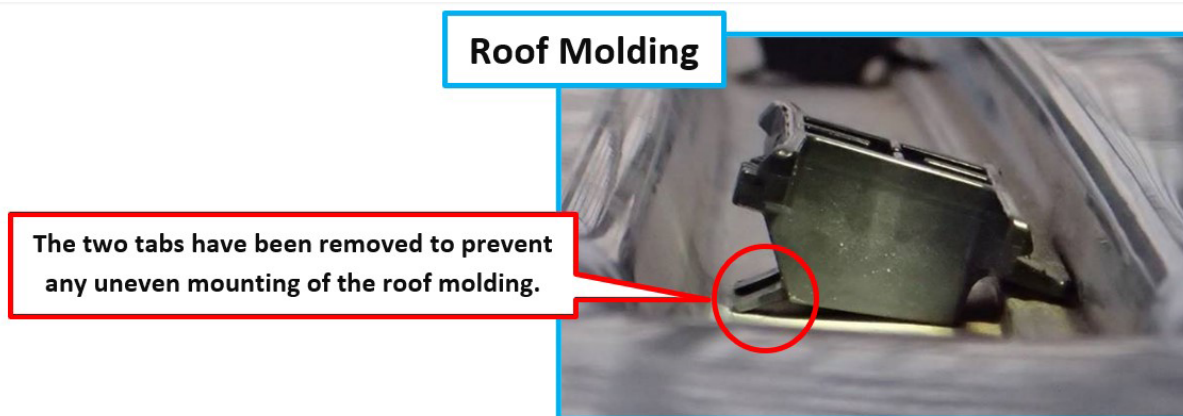
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**NOTE:** When deformation is present, it can be seen from all sides.



**Area of Design Change:**



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## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for roof molding replacement remain unchanged. Always refer to the applicable Service Manual 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. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to STIS: Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Roof Molding

### IMPORTANT NOTES:

- All fasteners on **BOTH** sides **MUST** be replaced.
- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, 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, that position must also be noted and relearned.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: 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:

### MODELS WITH ROOF RAILS; Forester Crosstrek and Impreza.

Labor Description	Labor Operation #	Labor Time	Fail Code
BOTH SIDES, ROOF PANEL MOLDING /CAPS R&R	A926-354	1.5	XKT-29

### MODELS WITHOUT ROOF RAILS; Forester and Impreza.

Labor Description	Labor Operation #	Labor Time	Fail Code
BOTH SIDES, ROOF PANEL MOLDING /CAPS R&R	A926-354	0.5	XKT-29

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**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.