

**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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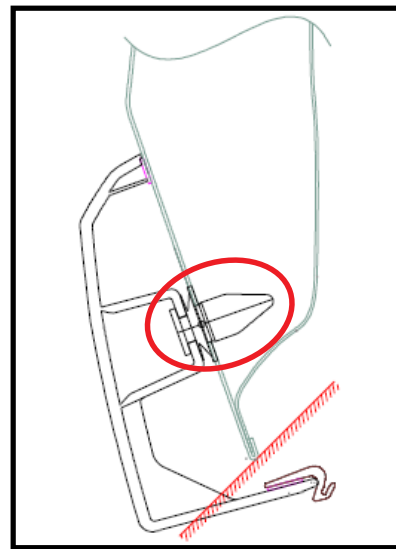
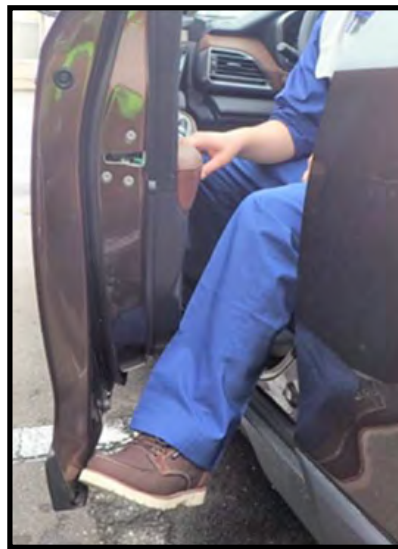
QUALITY DRIVEN® SERVICE

**SERVICE INFORMATION BULLETIN**

**APPLICABILITY:** 2020-21MY Outback **NUMBER:** 12-320-21R  
**SUBJECT:** Front & Rear Outer Door Garnish -Design Change **DATE:** 06/07/21  
**REVISED:** 04/05/23

**INTRODUCTION:**

This Service Information Bulletin announces a design change made to the front and rear door outer garnish trim. The change involves use of high strength clips added to improve retention of the garnishes and prevent any unintentional loosening / removal caused by the user’s feet when entering and exiting the vehicle. The original clips are black in color and the newly designed clips are yellow in color. If unintentional loosening and/or removal of the outer door garnish is experienced, replaced the affected outer door garnish with the new part(s).



**PRODUCTION CHANGE INFORMATION:**

The new front door garnishes were incorporated into vehicle production as of starting VIN N3274236. The new rear door garnishes were incorporated into vehicle production as of starting VIN D0N3275328.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p>	<p><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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>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:

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

Part Description	Part Number
Front Door Garnish, Right	91112AN04C
Front Door Garnish, Left	91112AN05B
Rear Door Garnish, Right	91112AN06B
Rear Door Garnish, Right	91112AN07B
Rear Door Garnish, Left	91112AN56B
Rear Door Garnish, Left	91112AN57B

## SERVICE PROCEDURE / INFORMATION:

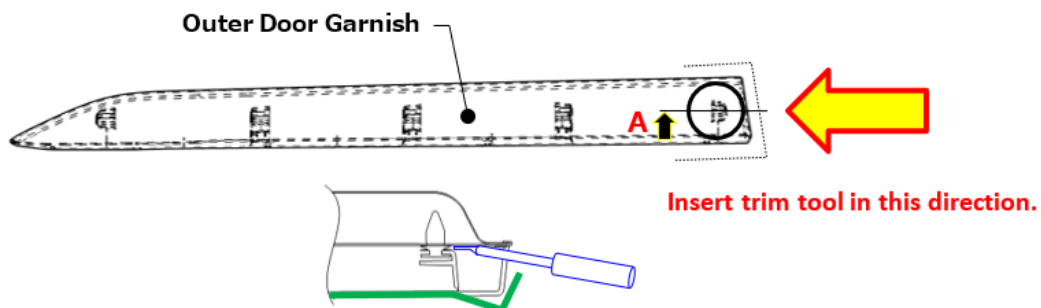
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The service procedure for outer door garnish replacement is unchanged. There are additional tips listed below to assist with removal. Refer to the applicable Subaru Service Manual: Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Side Garnish & Spoiler.

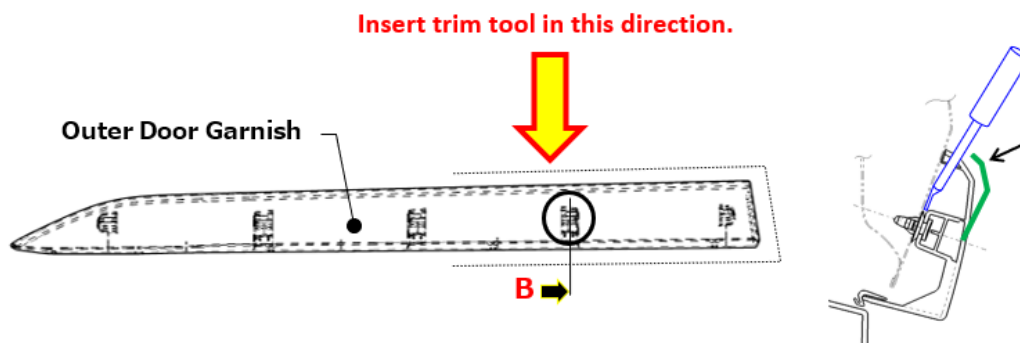
### Additional Tips:

When removing the garnishes, **ALWAYS** use a suitable plastic trim removal tool. Do **NOT** reuse or reinstall the Outer Door Garnish because the retaining clips are only to be used once.

**STEP 1)** Start garnish removal by releasing **CLIP A** first.



**STEP 2)** Release **CLIP B** second.



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**STEP 3) CAREFULLY** pull the garnish away from door.

**NOTE:** No changes have been made to the current Warranty Labor Time Guide for this procedure.

**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.