

**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:** 2018-21MY Crosstrek  
 2019-21MY Forester

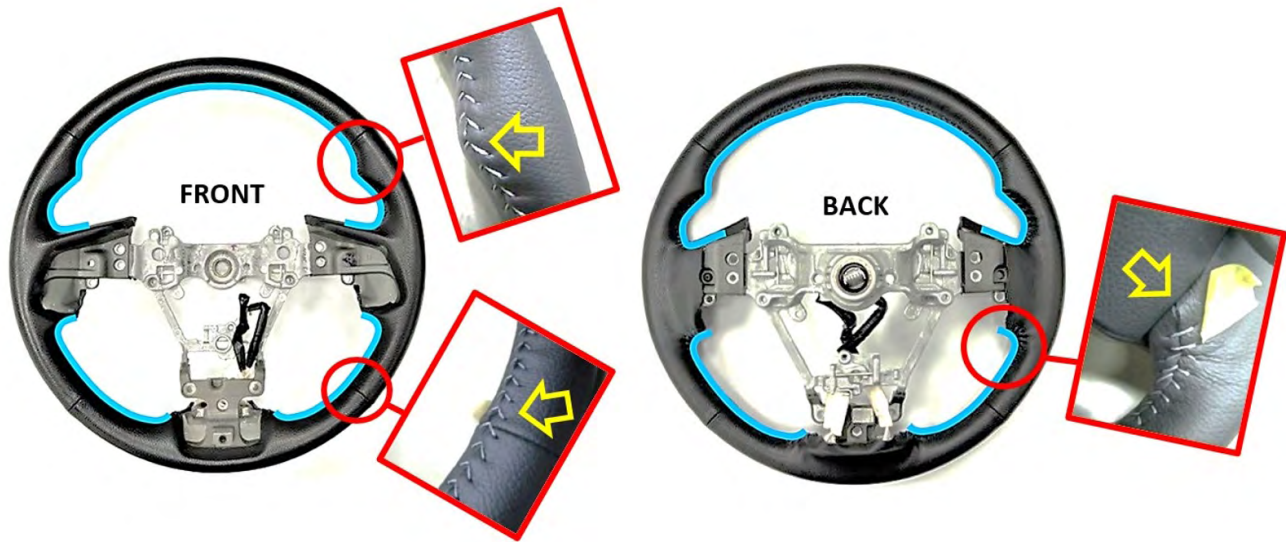
**NUMBER:** 12-236-23

**DATE:** 11/08/23

**SUBJECT:** Leather Wrapped Steering Wheel – Design Change

**INTRODUCTION:**

This bulletin announces the design change made to the leather wrapped steering wheels. Refined tailoring and stitching has been applied to the production of the steering wheels to address the small number of cases when a customer may experience an “uncomfortable feel” from the steering wheel caused by loose material or stitching. If this situation is reported, replace the steering wheel with the new part.



**PRODUCTION CHANGE INFORMATION:**

The production change information is currently TBD.

**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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## PART INFORMATION:

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

Part Description	Model	Specification	Part Number
Steering Wheel	Crosstrek	Silver Stitch / Not Heated	34312FL013VH
		Orange Stitch / Not Heated	34312FL083VH
		Orange Stitch / Heated	34312FL093VH
		Blue Stitch / Not Heated	34312FL141VH
		Blue Stitch / Heated	34312FL151VH
		Yellow Stitch / Not Heated	34312FL161VH
	Forester	Silver Stitch / Not Heated	34312FL013VH
		Silver Stich / Heated	34312FL023VH
		Red/Orange Stitch / Not Heated	34312SJ001VH
		Red/Orange Stitch / Heated	34312SJ011VH

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for steering wheel 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: Steering > POWER ASSISTED SYSTEM (POWER STEERING) > Steering Wheel

## IMPORTANT NOTES:

- 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 SYSTSEMS > 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
STEERING WHEEL &/or INNER COVER R&R	A658-141	0.4	RAA03

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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.