

- 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: 2019-24MY Ascent

NUMBER: 12-260-25

SUBJECT: Loose Fitting A-Pillar Trim Panel

DATE: 03/06/25

INTRODUCTION:

This bulletin announces the design change made to the left and right A-Pillar trim panels. This design change was developed to address cases of loose fitment. The internal ribs of the trim panels have been reshaped to prevent interference with the vehicle body. If A-Pillar trim panel loose fitment is confirmed, replace both A-Pillar trim panels with the parts listed in this bulletin.

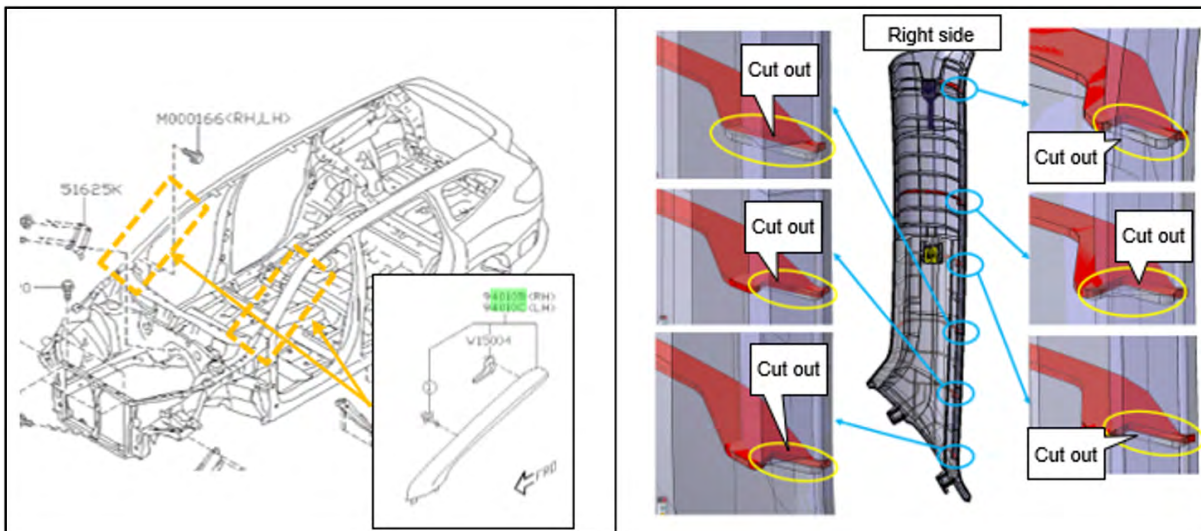
PRODUCTION CHANGE INFORMATION:

The new A-Pillar trims have been incorporated into vehicle production as per the table below.

Model	Starting VIN
ASCENT	R3419606

DESCRIPTION OF DESIGN CHANGE:

Additional cut outs have been added to the internal ribs of the A-Pillar trim to provide better clearance and reduce any pressure against the vehicle body.



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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PART INFORMATION:

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

Part Description	Part Number
TRIM PANEL-A PILLAR, UPPER RIGHT	94010XC00CME
TRIM PANEL-A PILLAR, UPPER LEFT	94010XC01CME

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for A-Pillar 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 > Upper Inner Trim

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
R&R BOTH A-PILLAR TRIM PANELS	A913-186	0.4	YCJ-03

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.