

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: 2025MY Forester

NUMBER: 12-263-25

SUBJECT: Loose Fitting Rear Side Door Garnish

DATE: 04/22/25

INTRODUCTION:

This bulletin announces repair procedures to address cases of a loose fitting exterior rear door garnish. In some cases, the mounting clips may not be fully secured and / or the double-sided tape may have poor adhesion leading to gap between the garnish and the body (approximately 2.5-4mm). If this condition is duplicated, replace the affected door garnish.

EXAMPLES OF LOOSE FITMENT:



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
GARNISH-REAR DOOR, UPPER RIGHT	91112SL480
GARNISH-REAR DOOR, UPPER LEFT	91112SL490

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for rear side door garnish 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 > Side Garnish & Side Spoiler

IMPORTANT INTALATION TIP:

To ensure secure installation of the side door garnish, it is important to confirm the five mounting clips are fully aligned and engaged prior to removal of the double-sided tape.

1. Confirm the painted surface has no remaining double sided tape from the original garnish and the painted surface is free of dust/grease of any kind. If required, Goof Off® and a lint-free microfiber cloth can be used to aid the removal of the double-sided tape.



2. Remove any remaining residue with an alcohol wipe.
3. Prepare the new garnish by slightly pulling the blue double sided tape tab. DO NOT remove the adhesive backing at this point.



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4. Install the side door garnish and confirm the clips are fully seated.
5. Using the exposed blue tab, **CAREFULLY** remove the double-sided tape backing.



6. Ensure the double-sided tape has a secure bond to the painted surface.

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
ONE REAR DOOR PANEL GARNISH R&R	B926-086	0.3	XBJ-23
ONE ADDITIONAL DOOR PANEL GARNISH R&R	C926-686	0.2	

NOTE: Up to one dollar can be claimed in sublet for materials used.

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.