

- 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:** 2024-25MY Crosstrek

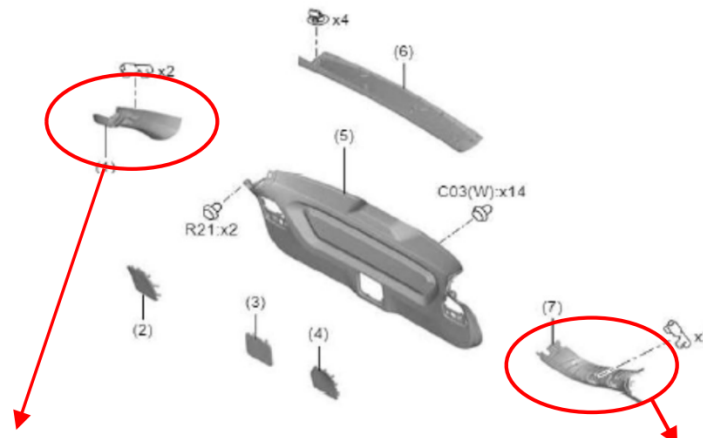
**NUMBER:** 12-270-25

**SUBJECT:** Tailgate Side Inner Trim – Design Change

**DATE:** 09/30/25

### INTRODUCTION:

This bulletin announces design changes to both the right and left rear gate inner side trim panels, as shown in the image below. The new design enhances the durability of the trim panels and helps prevent potential damage during removal or reinstallation.



TRIM PANEL-REAR GATE SIDE RIGHT

TRIM PANEL-REAR GATE SIDE LEFT

### PRODUCTION CHANGE INFORMATION:

The redesigned trim panels have been incorporated into vehicle production as per the table below.

| Model     | Starting VIN |
|-----------|--------------|
| Crosstrek | S3721081     |

**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.

*Continued...*

## PART INFORMATION:

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

| Description                     | Part Number  |
|---------------------------------|--------------|
| TRIM PANEL-REAR GATE SIDE RIGHT | 94330FN02BVH |
| TRIM PANEL-REAR GATE SIDE LEFT  | 94330FN03BVH |

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for trim panel rear gate side left/right 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>Rear Gate 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 |
|------------------------------|-------------------|------------|-----------|
| Tailgate side Trim Panel R&R | A912-431          | 0.2        | YIN       |

## 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.