

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: 2015-2020MY Outback
 2014-18MY Forester

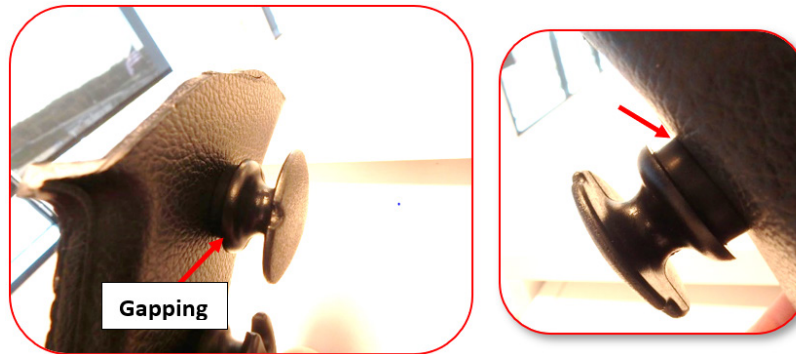
NUMBER: 15-239-19

DATE: 03/13/19

SUBJECT: Cargo Net Attachment Hardware Change

INTRODUCTION:

This Service information bulletin announces a design change made to the Cargo Net – Rear Replacement Hardware Kit (F551SAG301). The new part number is F551SAN010. The change was made to address concerns regarding the “mushroom” anchors either pulling out of the trim panel and / or gapping visibly at the base of the anchor (between the black plastic spacer and trim panel) as shown in the photos below.



PRODUCTION CHANGE INFORMATION:

The new hardware kit including the new-style mushroom anchors will be available on or about 3/25/2019.

PART INFORMATION:

The part number for the new replacement hardware kit is **F551SAN010**.

The images below show the differences between the new and old-style mushroom anchors including:

- Overall diameter of the new-style part is smaller with increased size notches to more easily secure the cargo net’s elastic loops

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- The length of the well nut has been increased and the spacer (washer) is now integrated for better retention in the trim panel.



SERVICE PROCEDURE / INFORMATION:

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

The installation procedures for installing the cargo net have changed. Always refer to the applicable Accessory Installation Guide for the most up-to-date instructions and procedures.

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.