

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

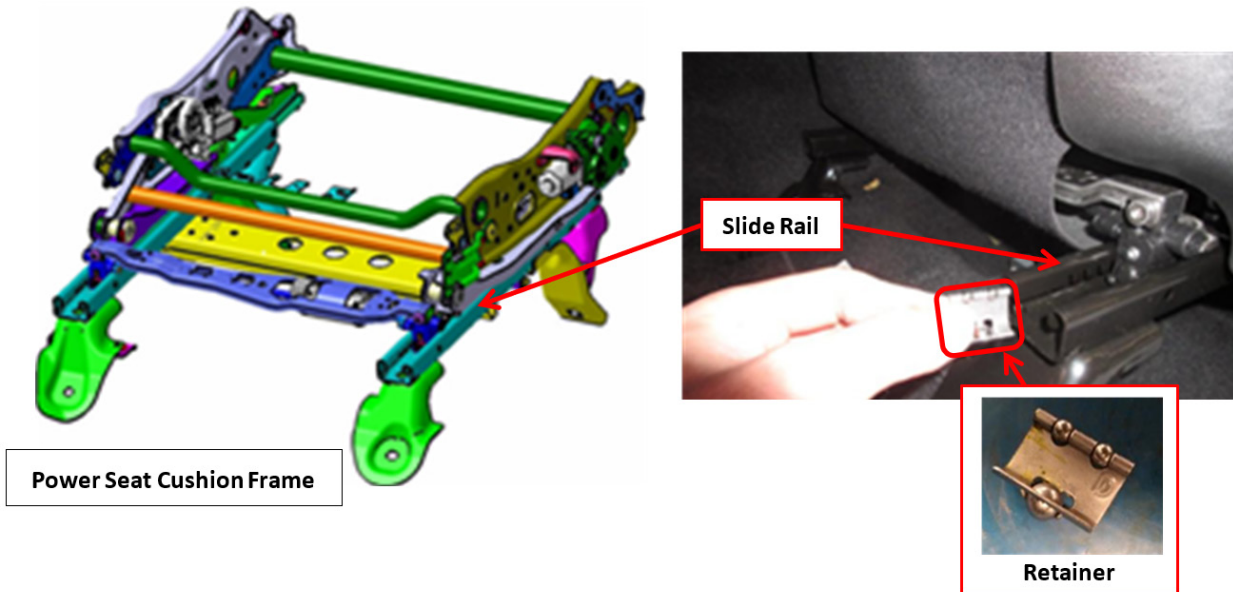
APPLICABILITY: 2013-19MY Forester
 2015-18MY WRX
 2012-19MY Impreza
 2013-19MY Crosstrek
 2019-20MY Ascent

NUMBER: 12-288-20
DATE: 05/05/20

SUBJECT: Power Front Seat Cushion Frame / Slide Rail- Design Change

INTRODUCTION:

This bulletin announces a design change made to the Slide Rail components of the left and right front power seat frame / track assemblies used on the models listed above. This bulletin does NOT apply to models equipped with manually operated seats. The change was made in response to customer concerns of the front seat(s) feeling “loose” or not fully tightened. **NOTE:** This concern is not a safety risk. The seating system continues to comply with all federal safety standards. Additionally, in the unlikely event the retainer portion were to come loose, the design of the seat track does not allow the seat tracks and slide rails to separate. This change is being made solely to improve the customer experience.



<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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PRODUCTION CHANGE INFORMATION:

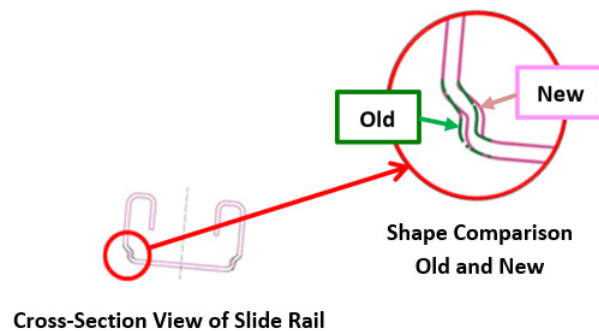
The new seat frame assemblies were incorporated into production starting with the following VINs:

Model	Starting VIN
Forester	KH525695
WRX	J*835389
Impreza 4-Door	K3628656
Impreza 5-Door	K3762873
Crosstrek	KH315374
Ascent	L3430099

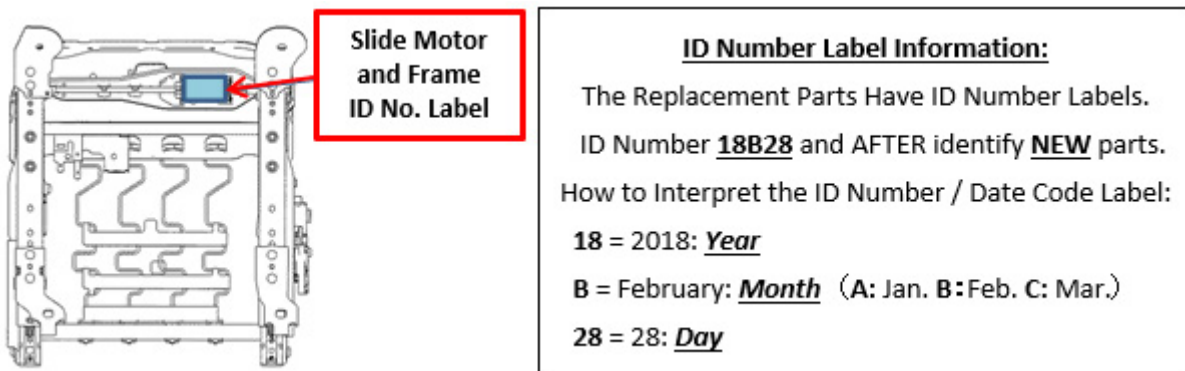
PART INFORMATION:

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

- This illustration shows the design change made to the shape of the Slide Rail.



- The information below instructs how to confirm the replacement seat frame assembly contains the new Slide Rails.



SERVICE PROCEDURE / INFORMATION:

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

CAUTION: ALWAYS follow ALL applicable precautions whenever working with the Airbag system.

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The service procedures for Seat Cushion Frame Assembly replacement remain unchanged.

VERY IMPORTANT: Always refer to the applicable Service Manual and review the full requirements of the repair being performed **ESPECIALLY** when working with vehicles applicable to this bulletin. Service procedures and the necessary one-time use items will vary between the different models.

The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
DRIVER SIDE POWER SEAT CUSHION FRAME ASSY R&R	A850-761	0.7	UMN-23
PASSENGER SIDE POWER SEAT CUSHION FRAME ASSY R&R	A850-782	0.7	UQF-23
BOTH SEAT CUSHION FRAME ASSEMBLIES R&R	A850-764	1.3	UXA-23

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.