

**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:** 2020-21MY Outback

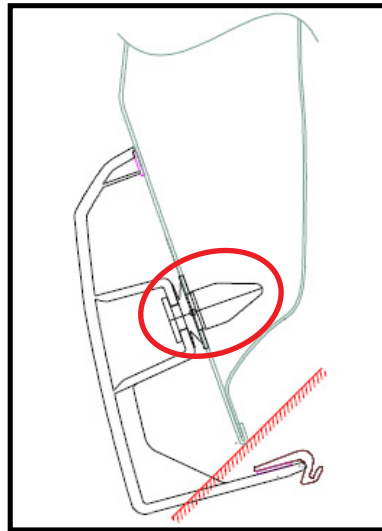
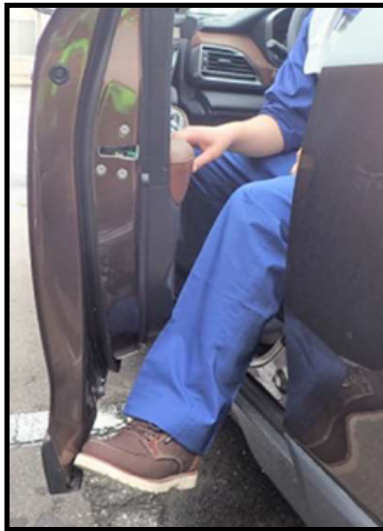
**NUMBER:** 12-320-21

**SUBJECT:** Front Outer Door Garnish -Design Change

**DATE:** 06/07/21

**INTRODUCTION:**

This Service Information Bulletin announces a design change made to the front door outer garnish trim. The change involves use of high strength clips added to improve retention of the garnishes and prevent any unintentional loosening / removal caused by the user's feet when entering and exiting the vehicle.



**PRODUCTION CHANGE INFORMATION:**

The new garnishes were incorporated into vehicle production as of starting VIN M3138805.

**PART INFORMATION:**

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

Part Description	Part Number
Outer Door Garnish, Right	91112AN04B
Outer Door Garnish, Left	91112AN05B

**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.

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## SERVICE PROCEDURE / INFORMATION:

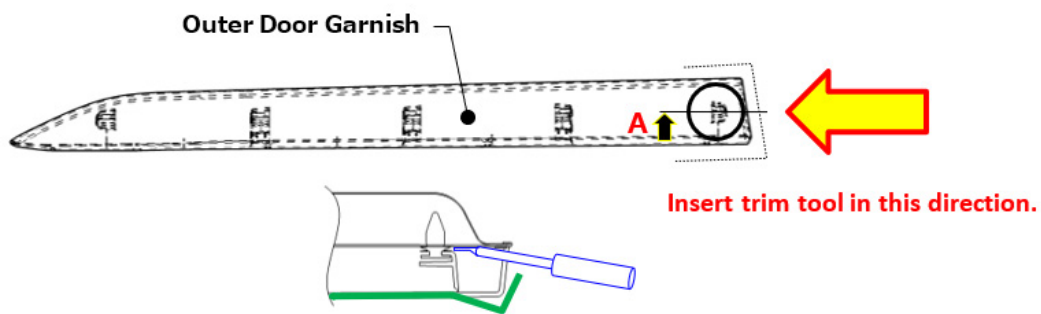
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The service procedure for outer door garnish replacement is unchanged. There are additional tips listed below to assist with removal. Refer to the applicable Subaru Service Manual: Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Side Garnish & Spoiler.

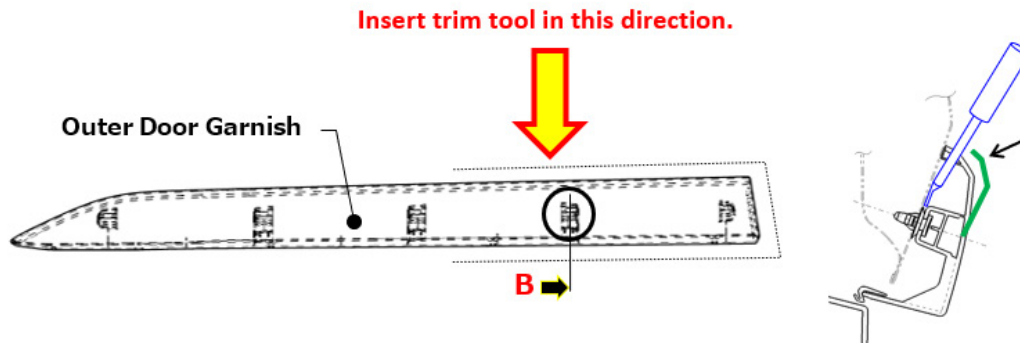
### Additional Tips:

When removing the garnishes, **ALWAYS** use a suitable plastic trim removal tool. Do **NOT** reuse or reinstall the Front Outer Door Garnish because the retaining clips are only to be used once.

**STEP 1)** Start garnish removal by releasing **CLIP A** first.



**STEP 2)** Release **CLIP B** second.



**STEP 3)** CAREFULLY pull the garnish away from door.

**NOTE:** No changes have been made to the current Warranty Labor Time Guide for this procedure.

### 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.