

ATTENTION:

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 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All
 Service Personnel
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 provided, right.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2012 and 2013MY Impreza
 2013MY XV Crosstrek™

NUMBER: 12-142-12

DATE: 11/09/12

SUBJECT: Squeaking Sound from Front Seat Backrest

INTRODUCTION

This Bulletin provides a repair procedure to address a customer concern of a squeaking-type sound coming from the driver or passenger front seat back. The flat mat main support rods are covered in paper to prevent metal-to-metal contact with the backrest frame. However, if an edge on the backrest frame damages the paper, metal-to-metal contact will result, creating the squeak. Bushings will need to be installed to prevent the condition. This procedure eliminates the need to replace the backrest frame.

COUNTERMEASURE IN PRODUCTION

VEHICLE TYPE	VIN NUMBER BREAK
Impreza 4-Door	D*007248
Impreza 5-Door or XV Crosstrek	D*213372 (including D*800001 and after)

PART INFORMATION

PART DESCRIPTION	PART NUMBER	QUANTITY REQUIRED
Bush Flat Mat	64106AJ000	2 per seat

Continued...

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

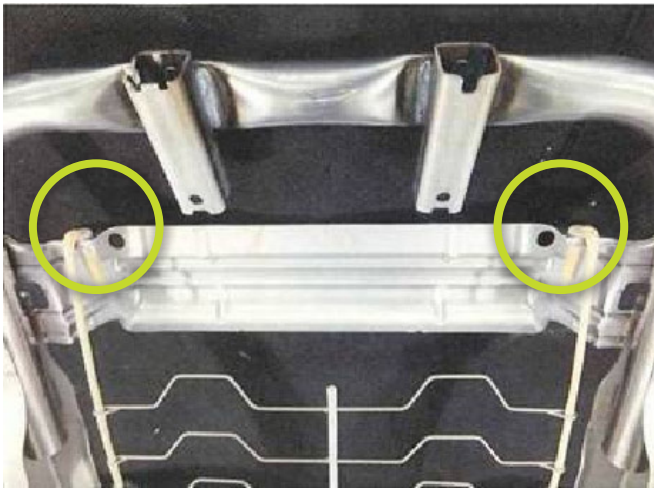
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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SERVICE PROCEDURE / INFORMATION

The photo on the left shows the two locations where the sound originates, looking down from the top front of the backrest frame. The photo on the right shows one of the flat mat's main support rods (wrapped in paper) in position after the bushing installation procedure has been completed.



- Record customer's preset radio stations (and Navigation system favorites if applicable).
- Disconnect the negative (-) battery cable and wait at least 60 seconds before proceeding further.
- Remove the affected seat from the vehicle (refer to the applicable Service Manual).
- Remove the seat trim cover and cushion material as an assembly from the backrest.
- Remove the flat mat support rods from the top of the backrest frame, one side at a time.
- Install the bushings into the backrest frame as shown in the photos below. **NOTE:** putting the bushing in hot water (104° to 122° f) for a few minutes will ease their installation.



No Bushing

Bushing prior to installation

Press into frame

Installation complete

- After the bushings return to room temperature, confirm they are tight in the backrest frame and cannot be pushed out without using excess force (more than 5 to 6 lbs.).
- Reassemble the seat assembly.
- After reinstalling the seat, confirm the sound has been eliminated.
- Reconnect the negative (-) battery cable.
- Reset customer's preset radio stations (and Navigation system favorites if applicable).

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WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
FRONT SEAT FLAT MAT BUSHING INSTALLATION, ONE SEAT	A913-493	YND-48	0.7
FRONT SEAT FLAT MAT BUSHING INSTALLATION, BOTH SEATS	A913-494		1.3