

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.




QUALITY DRIVEN® SERVICE

## SERVICE BULLETIN

**APPLICABILITY:** 2012-13MY Impreza (excluding WRX & STI Models)  
2013MY XV Crosstrek™

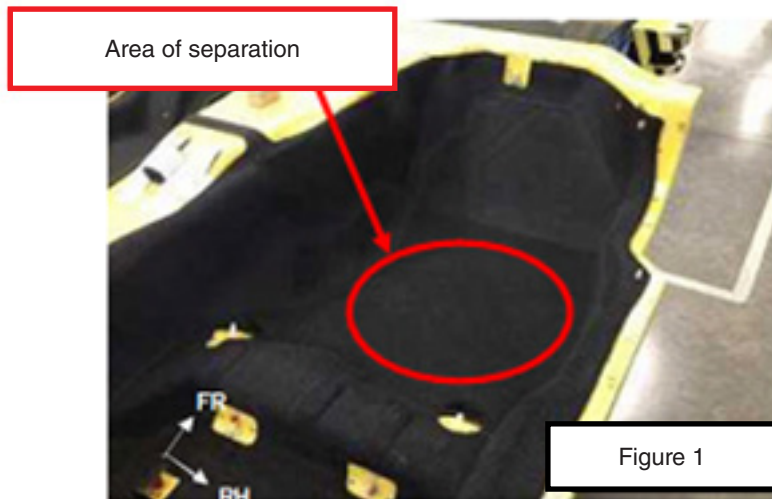
**NUMBER:** 12-143-12

**DATE:** 12/03/12

**SUBJECT:** Separation or Swelling Appearance of the Front Carpeting

### INTRODUCTION

This Service Bulletin provides a procedure to repair the front foot well area carpeting which may separate from its insulation pad and / or have an unsatisfactory appearance to the customer.



### COUNTERMEASURE IN PRODUCTION

A countermeasure involving application of additional adhesive was incorporated into production September 5th, 2012.

VEHICLE	MODEL	MODEL YEAR	STARTING VIN NUMBER
Impreza	4-Door	2012-13	C*009249
	5-Door		C*215916
XV Crosstrek	Wagon	2013	C*800001

*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.

**SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"**

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.

## RECOMMENDED TOOL AND MATERIAL:



**3M Duramix Universal Adhesive, 200ml cartridge, part number 08214**



**Applicator Gun for 200ml cartridges, 3M part number 08571 or equivalent**

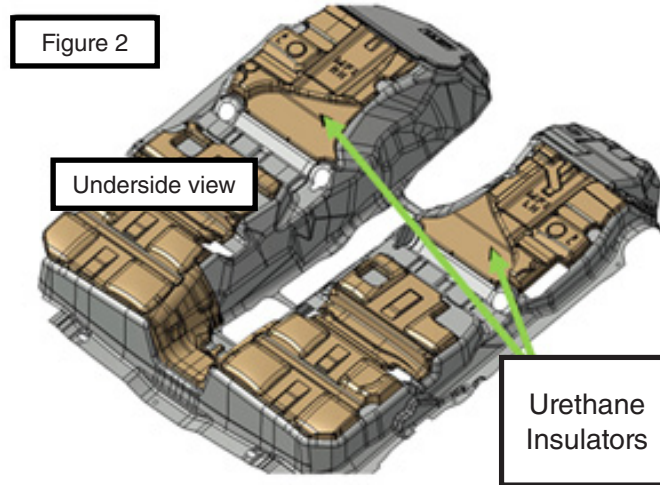


**Mixing Nozzles for 200ml cartridges, (package of 6), 3M part number 08193**

All three of these 3M items are readily available from most auto body supply stores.

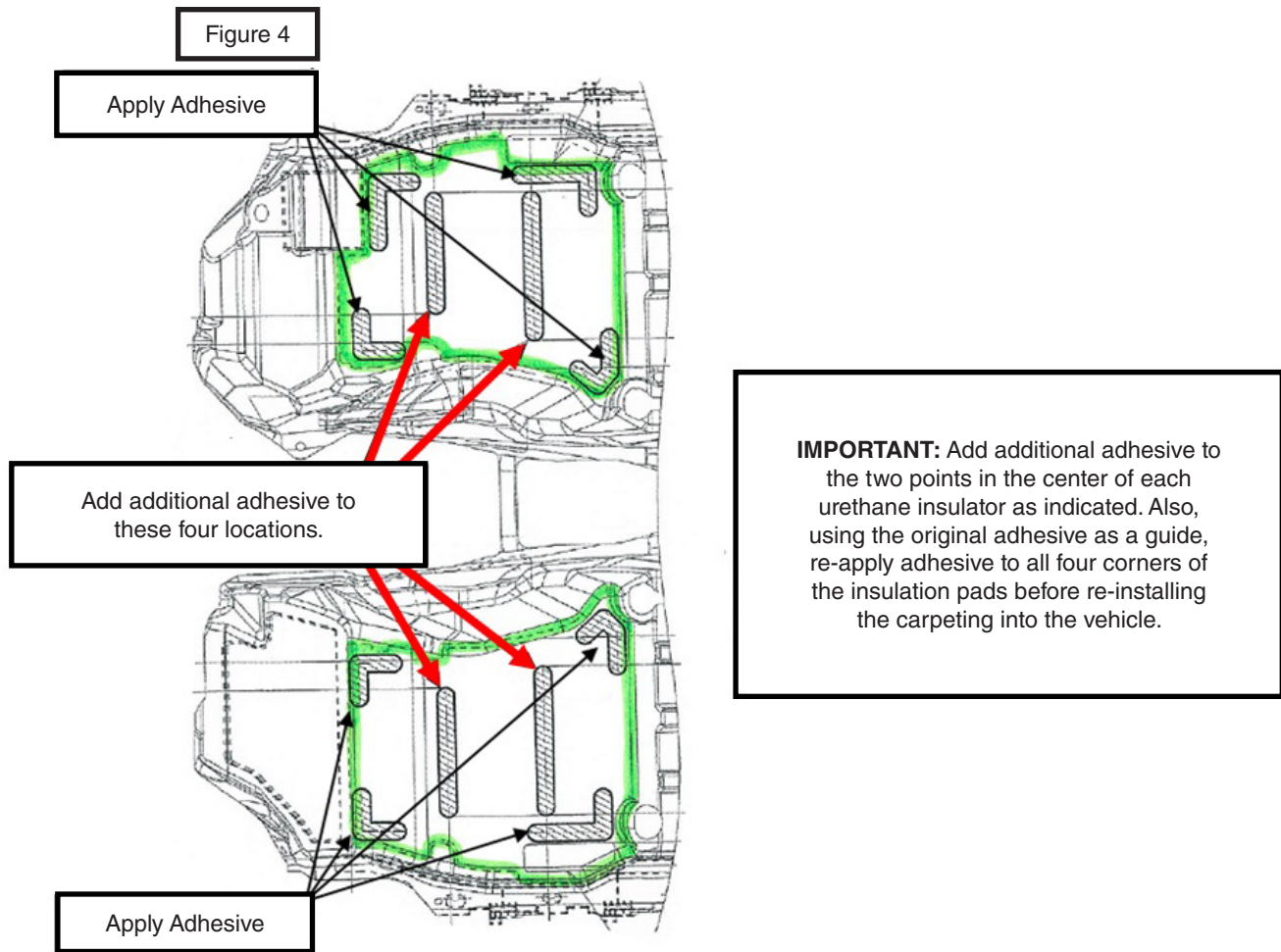
## SERVICE PROCEDURE / INFORMATION

- Remove the carpeting following the procedure in the applicable Service Manual.
- Turn the carpeting upside-down then, using your fingers, **CAREFULLY** separate the foam insulation pads from both front under-seat floor areas as shown in Figures 2 & 3 below.



*Continued...*

- Next, prepare the adhesive and applicator then apply as shown to the areas in Figure 4 below.



- Once the glue has been applied, re-apply the insulation pads to the back of the carpet in their original locations right away as the recommended adhesive has only a 10-minute working time.
- Re-install the carpeting and the rest of the interior trim to complete the procedure.

## 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
Interior Carpet Insulation Pad Repair	A913-344	YBR-48	1.2
Carpet Glue Applicator / Parts Only	101-101	YNE-48	0.0

### NOTE:

- Up to \$35.00 may be claimed in Sublet to cover the cost of adhesive and mixing nozzles.
- Up to \$60.00 may be claimed **ONE TIME** in sublet to cover the cost of the applicator.