

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: 2010-2013MY Outback
2009-2013MY Forester

NUMBER: 12-153-13

DATE: 05/07/13

SUBJECT: Tonneau Cover Stopper / Holder Repair

INTRODUCTION

This Bulletin provides a repair procedure for the replacement of the tonneau cover stoppers. This procedure must be used in place of tonneau cover assembly replacement for stopper failure. Replacing the complete tonneau cover assembly due to a stopper failure is no longer an accepted repair.

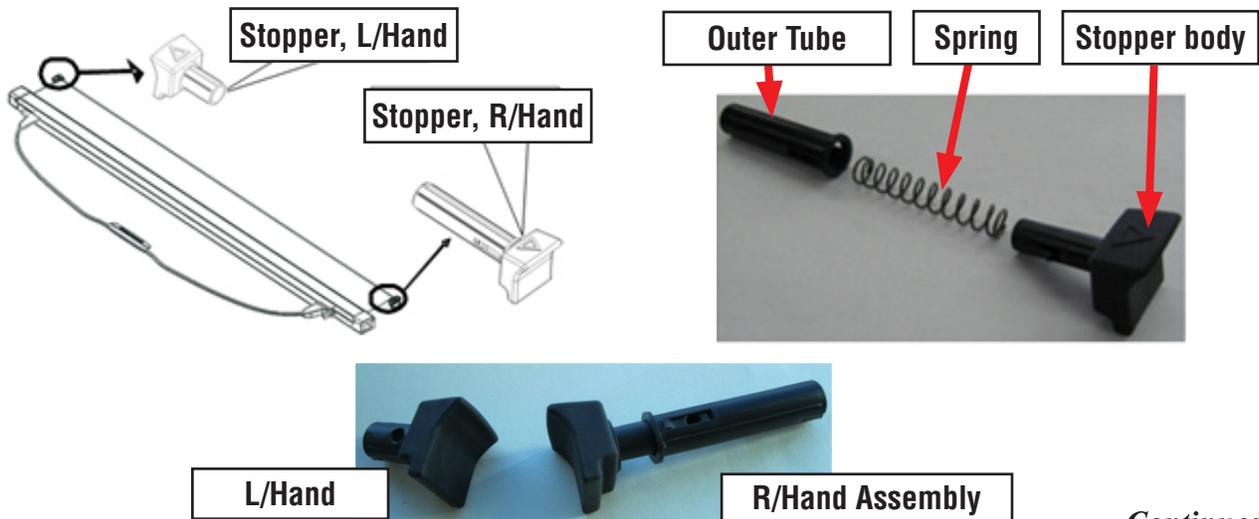
MATERIALS NEEDED

- 48” piece of 7/16” diameter wood dowel available at most hardware or home improvement stores.
- 5/32” diameter x 1/4” grip length aluminum or steel pop rivets
- Black permanent marker

NOTE: Both the Left Hand (L/Hand) and Right Hand (R/Hand) stopper should be ordered together when either replacement is needed as the L/Hand stopper will likely be broken and no longer usable after removing it from the support pipe.

VEHICLE TYPE	STOPPER, R/ HAND	STOPPER, L/HAND
Outback	65577AJ00BVH	65577AJ01AVH
Forester	65577AG000JC	65577AG010JC

Parts overview: The L/Hand stopper is one-piece while the R/Hand is a 3-piece assembly as shown.



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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

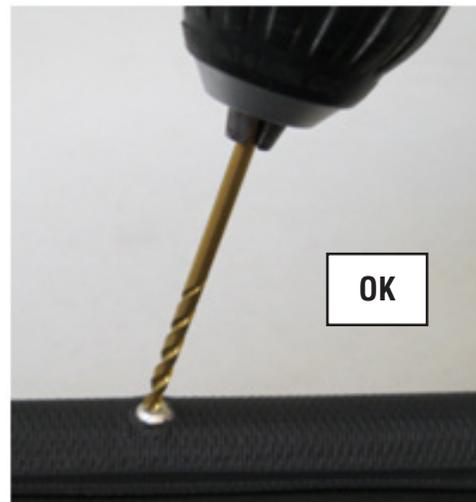
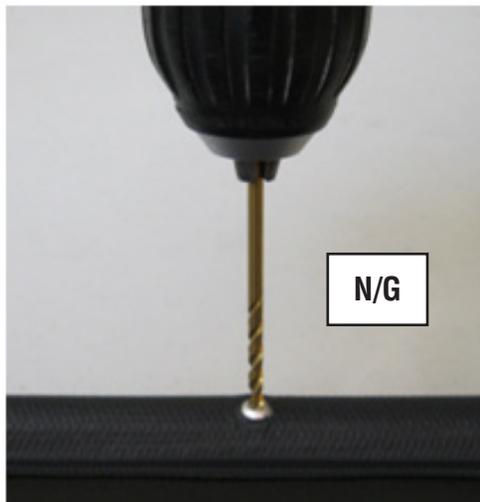
- **Removal of broken R/hand stopper outer tube**

NOTE: As shown in the photo on Step 3, both stoppers are “staked” in place with punches or “dimples” in the support pipe (3 on Outback, 1 on Forester). You will be able to see these dimples by moving the covering material on the support pipe from side to side after the rivets have been removed.

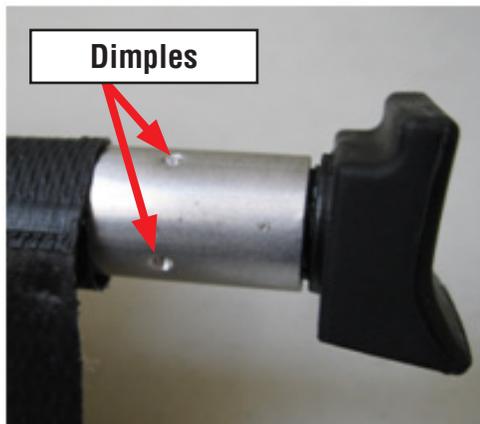
Step 1- Remove the L/Hand stopper from the end of the support pipe by hand. It will most likely be damaged or broken during removal and no longer usable.

Step 2- Using a sharp 1/8” drill bit, drill out the 2 pop rivets which position the material of the tonneau cover over the support pipe. To minimize any damage to the tonneau cover material from the rivet head spinning while drilling, use minimal pressure and as slow a drill speed as you can while holding the drill at an angle to the support pipe (not perpendicular) as shown in the photos below.

CAUTION: Wear Safety Glasses.



Step 3- After drilling out the 2 rivets, the 3 stakes or dimples on each which secured the L/Hand stopper to the support pipe will need to be reduced (pushed back out) from the inside. This will provide clearance for the wood dowel and allow the new stoppers to be fully seated when installing them. The drive end of a 6” to 8” long 1/4” drive extension is close to 1/2” outside diameter and works well to push these dimples out. Place the drive end in the support tube then drive it past the dimples with a hammer. The support pipe is made of aluminum and is fairly soft making it a rather easy material to work with.



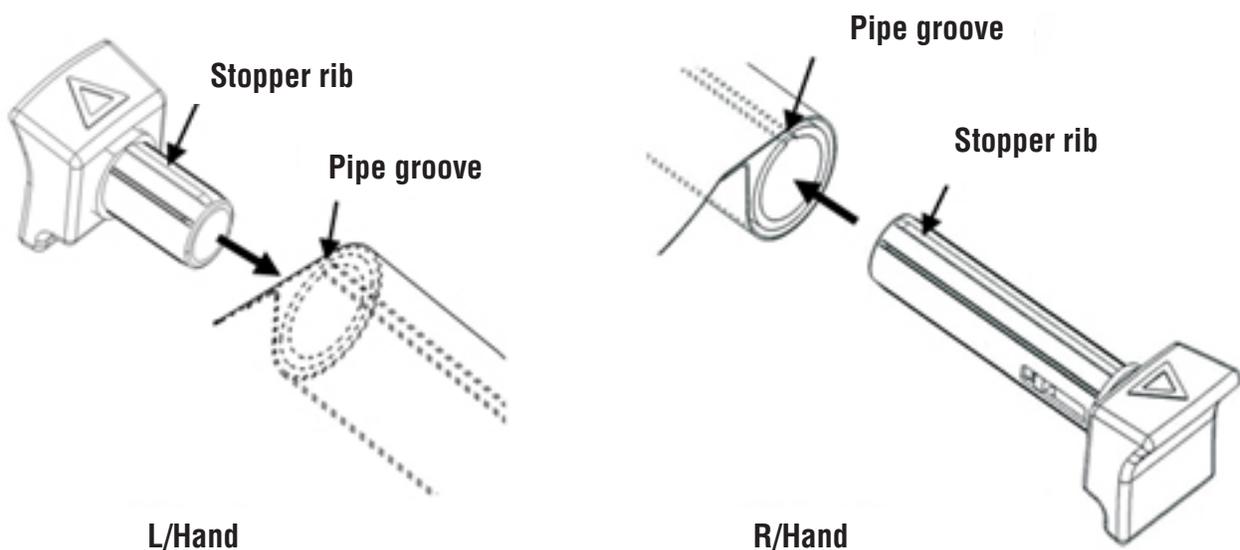
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Step 4- Once the L/Hand stopper is removed and the dimples reduced, insert the wood dowel into the support pipe and drive the R/Hand stopper outer tube out the other end. You will need to use the drive end of the 1/4" drive extension again to push the dowel all the way through as the support pipe is longer than 48 inches. The wood dowel is relatively soft and will not reduce the dimples holding the R/Hand stopper outer tube in place. Once the broken stopper outer tube is removed, reduce the R/Hand dimples using the 1/4" drive extension as you did on the L/Hand end of the support pipe.



IMPORTANT- Make sure the ribs on the new parts align with the corresponding groove inside the support pipe as shown below.

Step 5- Push the new stoppers into the support pipe using moderate hand pressure.

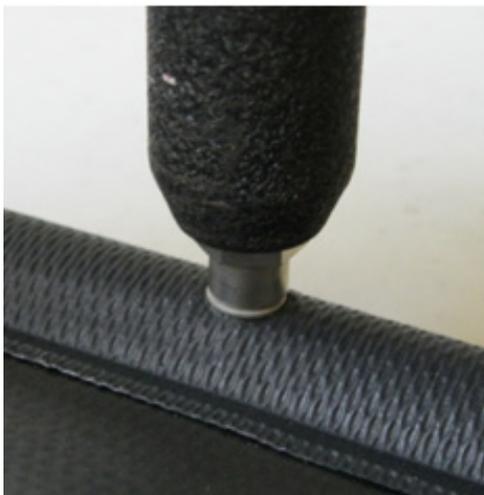


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Step 6- Once both stoppers have been properly aligned, installed and are fully seated in the support pipe, stake them in position using the original dimples with a small hammer and pointed nose punch. Be sure to support the ends of the pipe as shown below to avoid bending it or damaging the stoppers. **REMINDER:** The aluminum support pipe and the plastic stoppers now inside it are soft. Be careful to not use any more force than necessary when re-staking the retaining dimples.



Step 7- Install the 2 pop rivets which position the tonneau cover material on the support pipe then touch up with a permanent black marker if necessary to complete the repair.



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
R/Hand Tonneau Cover Stopper End R&R	A912-271	YMV-01	0.4

NOTE: Up to \$3.00 can be claimed in Sublet to cover the cost of the rivets and the wooden dowel if needed. One wooden dowel is sufficient for multiple uses.