

**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:** 2013MY BRZ

**NUMBER:** 12-140-12R

**SUBJECT:** “Clack” or “Popping” Sound from Trunk and /or Rear Shelf Area

**DATE:** 11/12/12

**REVISED** 10/15/13

### INTRODUCTION

The purpose of this bulletin is to provide a repair procedure to address a customer concern of a “clack” or “popping” sound from the trunk and / or rear package shelf area. The sound may occur over bumps or when a twisting motion is introduced into the vehicle chassis at low speeds. The tendency is for the sound to originate on the Driver’s (l/hand) side (Case #1). The procedure for Case #1 will remedy the majority of vehicles with this condition. After verifying the customer’s concern and performing the procedure, be sure to road test the car again to confirm the sound has been repaired. In a rare instance where the sound persists, the Case #2 procedure will need to be performed.

### COUNTERMEASURE IN PRODUCTION

A countermeasure was incorporated into production in July, 2012 starting with VIN number **D\*610808**.

### PART INFORMATION

Castle Products “Endura” is a spray grease product available through their network of local distributors.

To find your closest local distributor, go to: <http://www.castlepackspower.com> or call: 1-800-876-0222.



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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.

**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.

## SERVICE PROCEDURE, CASE 1

The photo below shows the location of the area of the spot weld to inspect on the Driver's (left) side.



Using the tip of a flat-blade screwdriver, **CAREFULLY** separate the plates of the spot weld area "A" **ONLY** approximately 1/8" (3.5mm) as shown in the photo below. For spot weld area "B", only grease will be applied at this time.



After spraying the grease into the gaps, use a suitable method to **CAREFULLY** reduce the gap between the lower and middle plates as shown in the photo on the next page. Take proper precaution to prevent damage to the paint.

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**Photo shows positioning of tools used to close the gap between the plates.**

**Be careful not to use excessive force.**

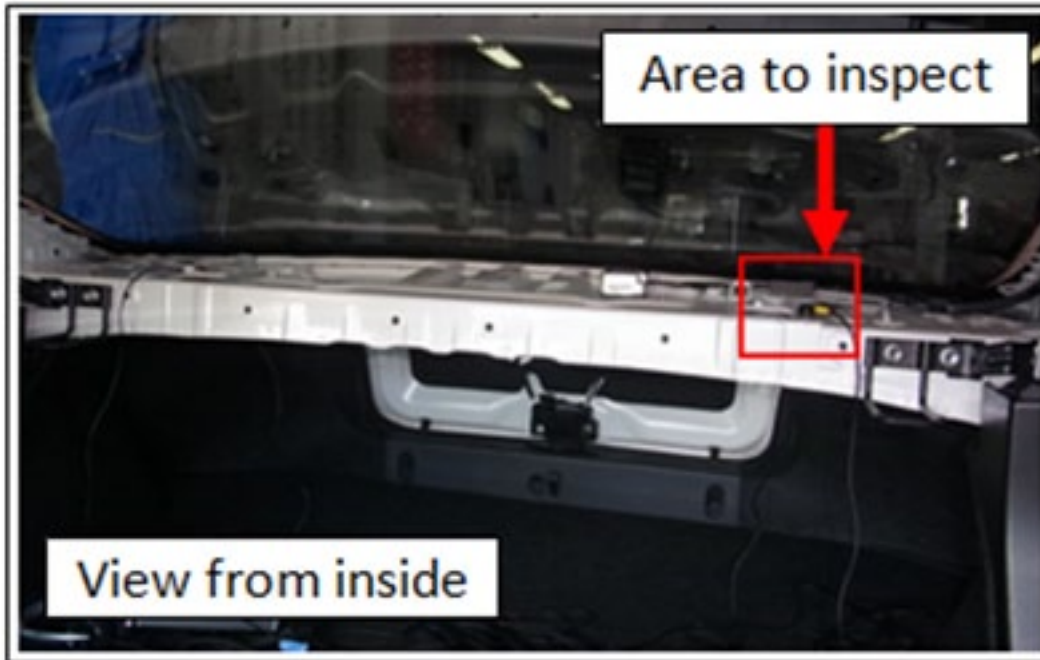


Once the gap has been reduced, wipe off any excess grease then be sure to touch up any damage to the finish as necessary. Once the Case #1 procedure has been completed, road test the car to confirm the sound no longer exists. If the sound persists, the following Case #2 procedure will be required.

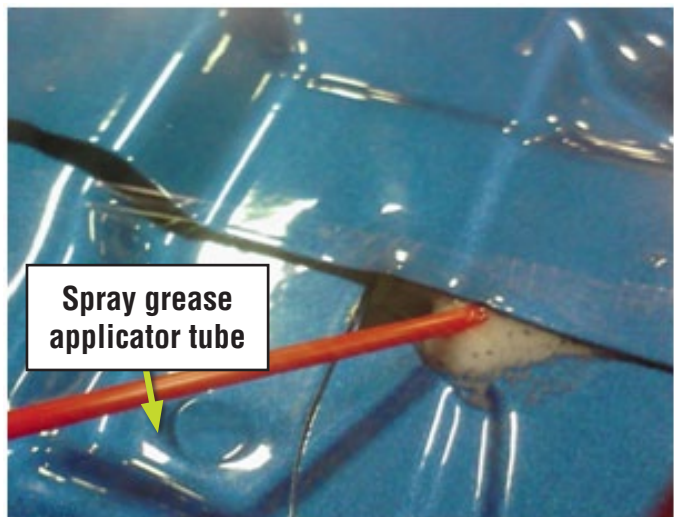
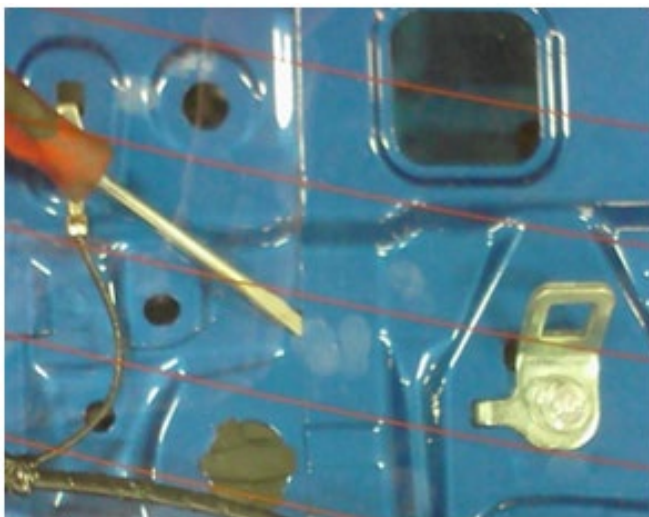
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## SERVICE PROCEDURE, CASE 2

Use the procedure in the applicable Service Manual for removing the rear package shelf trim cover and third brake light assembly to gain access to the inspection area shown below.



**IMPORTANT:** Due to the tight confines of the package shelf area, use extra caution to protect the rear window glass from damage.

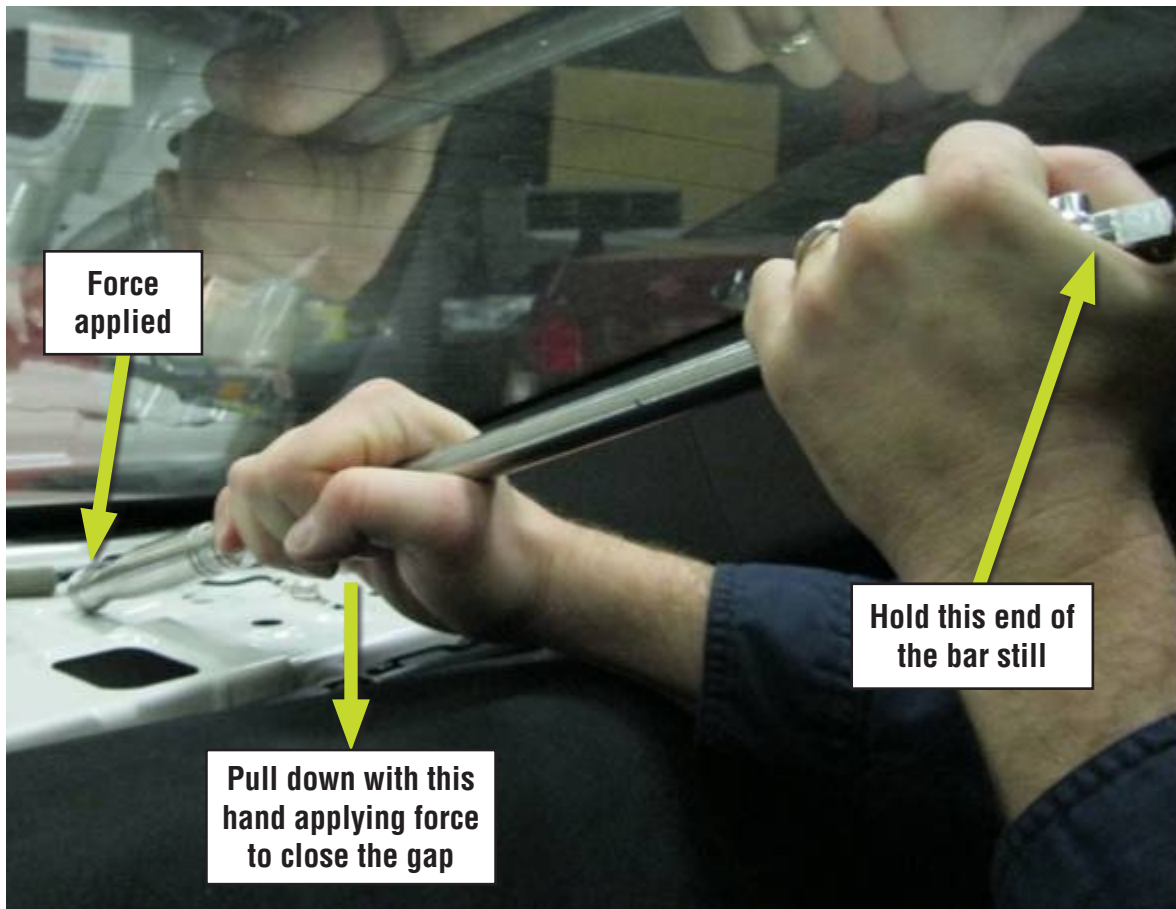


Using the tip of a flat-blade screwdriver, **CAREFULLY** separate the plates of the area approximately 1/8" (3.5mm) as shown in the photo above (left). Do not spread the plates apart any further than necessary to allow the spray grease to be applied as shown in photo above (right).

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The illustration below shows a suggested method for closing the panel gap of the rear shelf. The socket end of a long ratchet or breaker bar is held solid with one hand while pulling the bar down firmly with the other after placing the opposite end on the shelf area separated to apply the grease. **Be careful not to use excessive force which may distort or damage the package shelf.**



**IMPORTANT:** After a road test to confirm the sound has been eliminated, be sure to wipe off any excess grease from both the top and underside of the package shelf.

Before re-installing the trim and third brake light assembly, be sure to touch-up any damage to the finish as necessary then re-install the package shelf and the interior trim to complete the repair.

#### WARRANTY / CLAIM INFORMATION

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
UNDERSIDE PACKAGE SHELF NOISE REPAIR	B900-671	OBV-25	0.3
TOPSIDE PACKAGE SHELF NOISE REPAIR	C900-670		0.7

**NOTE:** Up to \$4.00 can be claimed in sublet to cover the cost of touch-up materials and spray grease.