

- 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 BULLETIN

APPLICABILITY: 2010-2014MY Legacy & Outback Models **NUMBER:** 12-169-14
SUBJECT: “Click”, “Pop” or “Creek” Sound from Left or Right **DATE:** 07/10/14
 Outer Cowl Corner / Base of “A” Pillar Area

INTRODUCTION

This bulletin provides a repair procedure to address customer concerns of a “Click”, “Pop” or “Creek” sound heard coming from either the left or right side around the rear corners of the cowl / engine compartment / base of “A” pillar area.

PUNCH TESTER TOOL INFORMATION

The punch tester was originally provided to retailers located in salt-belt states to perform Product Campaign WVX-34. The following information is for retailers which do not already have (or may have misplaced) their punch tester. Currently, we have a very limited number of punch testers available. A punch tester will be supplied upon request strictly as a “loaner”. The Punch Tester Request Form must be filled out and faxed to the Parts Collection Center. Upon receipt of the request form, the punch tester will be shipped via UPS Ground or Second Day Air depending upon the “Need by Date” requested. The tool will be shipped in a UPS Express “Large Box” measuring 18x13x3. A pre-printed UPS label will also be provided for the return shipping. Therefore, the same size and style box needs to be used for the return shipping. These boxes may be requested directly from UPS if you do not have them. Using a box other than the size listed can create a delay in return shipping and possibly result in charges to the retailer. The punch tester must be returned immediately upon repair completion. Failure to return the punch tester within two weeks of the request submission or the return of a damaged tool will result in a charge of \$500.00 being added to the requesting retailer’s monthly statement.

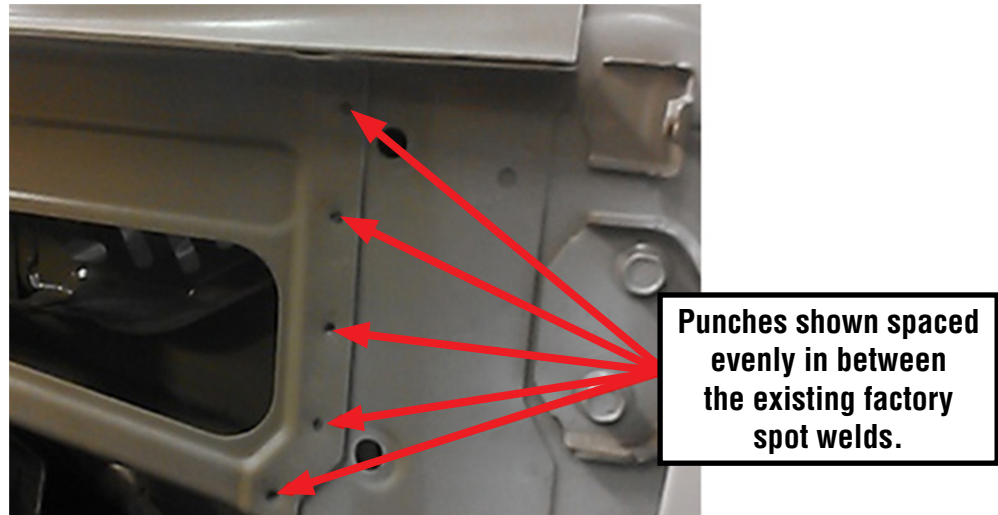
NOTE: Refer to the last page of this bulletin for the Punch Tester Request Form.

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p>SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</p> <p>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.</p>
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SERVICE PROCEDURE / INFORMATION

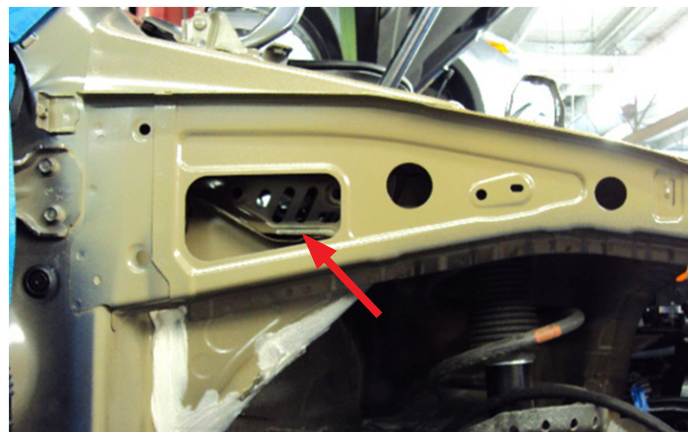
Once the sound has been confirmed and isolated to the area described in the introduction of this bulletin, the fender for the side of the vehicle in question will need to be removed following the procedure outlined in the applicable Service Manual. It may be necessary to use Chassis Ears to determine the precise source of the sound. The left fender is removed in the photo below.



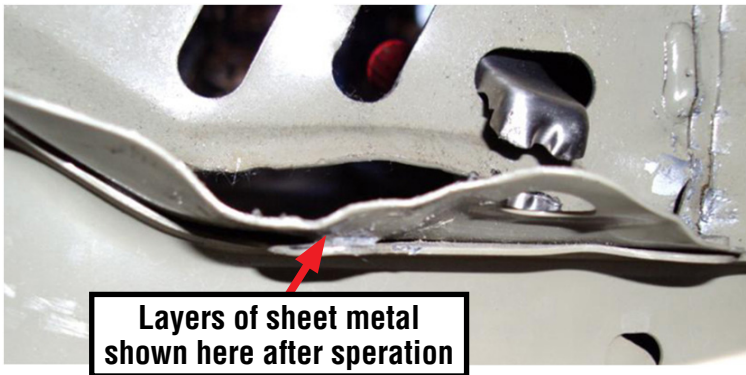
To avoid unnecessary distortion of the affected panels, always use a block of wood (or equivalent) along with a helper to firmly support the panel from behind when making the punches with the punch tool.



Another area which may be the source of these sounds is shown in the photos below. Although the right fender is removed in the photo, the structures are symmetrical side to side. Separate the layers of sheet metal using a flat-blade screwdriver but use caution not to tear or separate any spot welds.



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IMPORTANT REMINDERS:

- When these procedures are complete, always touch up, seam seal or undercoat any exposed bare metal areas to prevent rust from developing.
- Adding additional welds to the body structure is **NOT PERMITTED** as doing so may have an effect on the crash-worthiness of the vehicle.

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
RIGHT FRONT COWL REPAIR FOR POP/CREEK SOUND	A905-001	OBM-25	1.2
LEFT FRONT COWL REPAIR FOR POP/CREEK SOUND	A905-002		1.2
BOTH FRONT COWLS REPAIRED FOR POP/CREEK SOUND	A905-004		1.8

NOTE: Up to \$3.00 can be claimed in Sublet to cover the cost of touch-up materials as needed.

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Punch Tester Request Form

To: Subaru of America, Inc.
Parts Collection Center
3701 David Howarth Drive, Suite B
Lafayette, IN 47909

Fax Number: (765) 637-4280

From: _____ **Date:** _____

Retailer Name: _____

Retailer Shipping Address: _____

Retailer Contact: _____

Retailer Contact Phone Number: _____

Date Needed By: _____

VIN (last 8): _____

By submitting this form, the above retailer agrees to the following usage terms:

- Tool must be returned within two weeks of the date of request as noted on fax sheet when received at Parts Collection Center.
- Failure to return ship the tool within two weeks (date confirmed per UPS tracking of return shipment) of request receipt date will result in a \$500 charge to the retailer on the above listed retailer's monthly statement.
- If tool is returned damaged a charge of \$500 will be applied to the above listed retailer's monthly statement.