

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: 2015MY WRX and STI Models
SUBJECT: Paint Chipping Due To Trunk Lid Movement

NUMBER: 12-172-14R
DATE: 07/11/14
REVISED: 07/15/14

INTRODUCTION

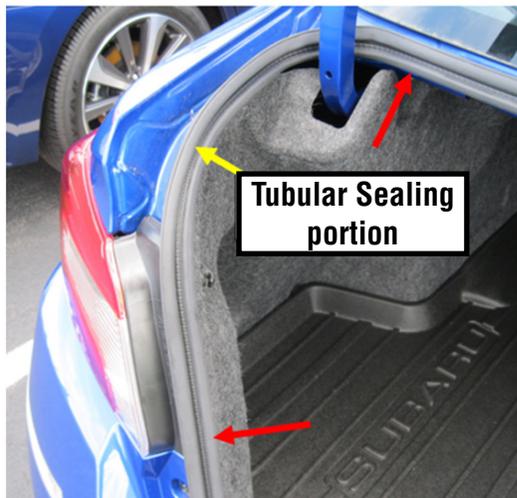
This bulletin provides a procedure for how to address a customer concern of side-to-side trunk panel movement and possible contact with the corresponding top edges of the quarter panels. In some cases, this contact may result in chipping of the vehicle finish.

COUNTERMEASURE IN PRODUCTION

- The new trunk weatherstrip was incorporated into production starting with VIN F*811343.
- The longer (BRZ) trunk stoppers were incorporated into production starting with VIN F*811136.
- A new design WRX / STI trunk stopper (p.n. 57533FE050) is scheduled to be incorporated into production during mid-July, 2014 starting with VIN F*812458.

PART INFORMATION

For STI models, in addition to the longer trunk stoppers, the trunk weatherstrip's tubular sealing portion now has internal reinforcement in the area between the red arrows shown in the photo below. This reinforcement serves to stabilize the trunk panel and eliminate the chipping.



- Updated trunk weatherstrip, p.n. **57532VA002**- Qty. 1
- Replacement Trunk Lid Stoppers - Qty. 2
 (NOTE: currently, these are BRZ trunk stoppers, p.n. **57533FE040**)

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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

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.

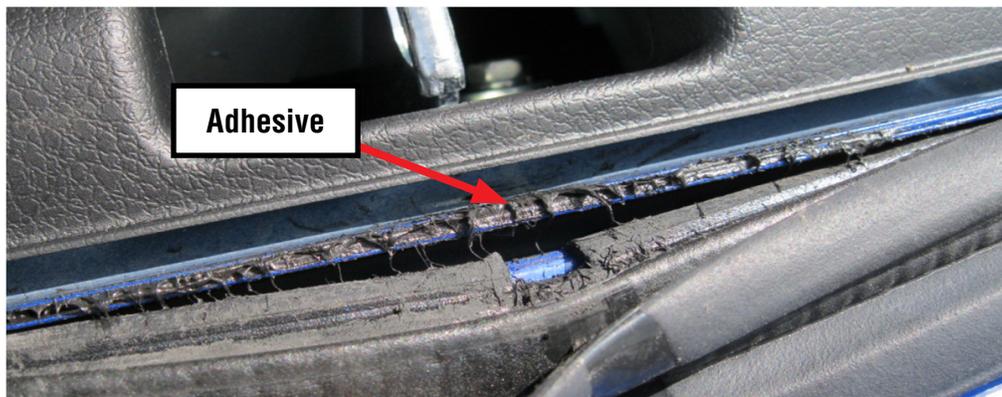
SERVICE PROCEDURE / INFORMATION

There are 2 procedures to follow depending on the model of vehicle being serviced. To summarize:

- **WRX Models** - Replacement of the trunk stoppers **only** followed by a check of the trunk panel adjustment.
- **STI Models** - Replacement of the trunk weatherstrip and trunk stoppers followed by a check of the trunk panel adjustment.

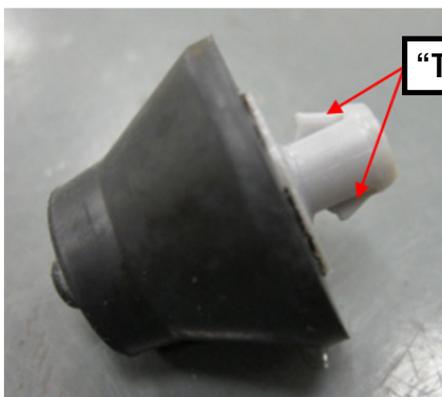
IMPORTANT NOTES:

- **BE CAREFUL** to not tear the rubber material of the trunk weatherstrip when removing or re-positioning the replacement part.
- When removing the original weatherstrip, be careful to not get any of the adhesive as shown below on the trunk liner trim panels.



- There should be no extra effort or force (“slamming”) required to properly close the trunk lid after the replacement parts are installed.

STEP 1: (Both WRX and STI Models) Replace both the rubber trunk stoppers with the longer version (currently used on BRZ, p. n. **57533FE040**). The photos show the current stopper on the left and the replacement longer version installed in position on the right. Use a plastic trim tool between the stopper and the trunk panel to release the 2 “tang” holding the original stoppers in place.



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STEP 2: (STI Models ONLY) Replace the trunk weatherstrip **and** trunk stoppers.

REMINDER: always be careful to not get any of the residual weatherstrip adhesive on any of the trunk liner trim panels.

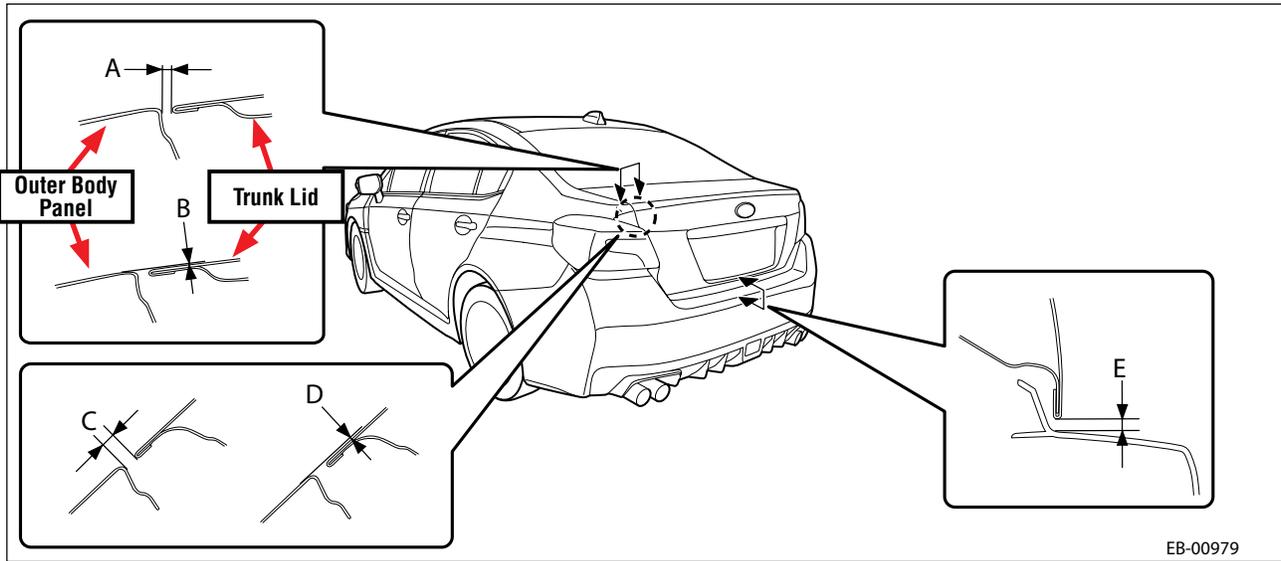
As shown in the photos below, align the square notch with the trunk latch striker. The arrow molded into the short, smooth portion of the trunk weatherstrip faces down toward the bumper cover. On the top section (closest to the back glass), the blue dot should align with the center of the third brake light.



STEP 3: After the trunk stoppers (and weatherstrip on STI models ONLY) have been installed, close the trunk lid while paying close attention to the points listed below.

REMINDER: There should be no extra effort or force (“slamming”) required to properly close the trunk lid.

- After the trunk lid is closed, look closely for any excessive, insufficient or uneven gap(s) around the complete perimeter of the trunk lid.
- Make sure the trunk height is correct and that it fits “flush” with the corresponding edges of the rear quarter panels.
- In most cases, there should be only **minor** adjustment needed to the trunk lid, if any at all. Pay close attention to the adjustment for “**B**” as shown in the table below. If after close inspection, it is determined adjustment of the trunk lid is necessary for proper fit, use the Service Manual specifications supplied below **EXCEPT FOR “B”** which has been recently revised (shown in RED). The Service Manual will be updated with the revised specifications in the near future.

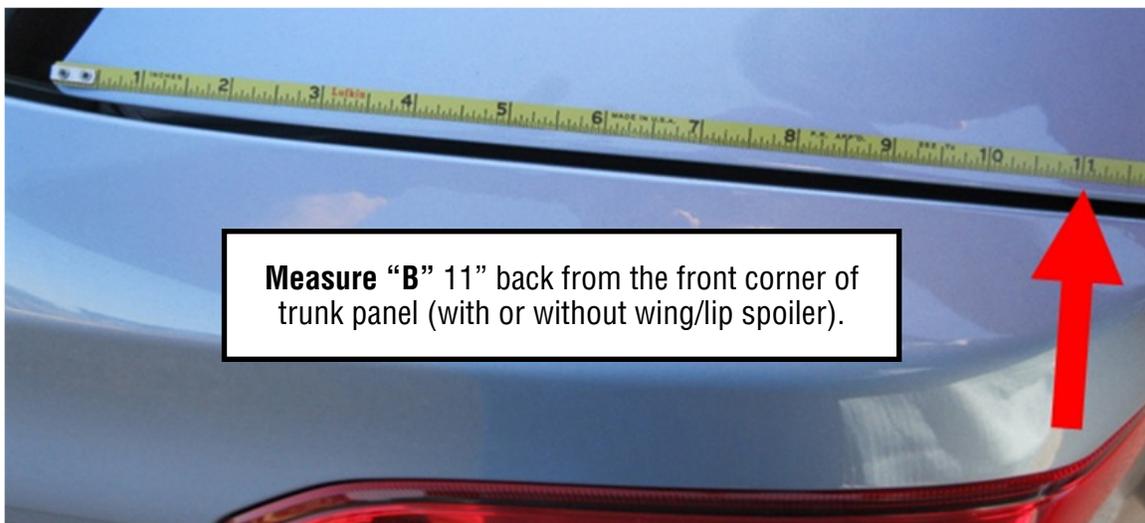


FOR STI MODELS:

Part		Standard
A	Trunk lid COMPL and Panel - side outer	3.5±1.0 mm (0.14±0.04 in)
B	Surface level gap between Trunk lid COMPL and Panel - side outer (Difference in height)	0+.5 mm (.020") by adjusting the striker -STI
C	Trunk lid COMPL and Panel - side outer	3.5±1.0 mm (0.14±0.04 in)
D	Surface level gap between Trunk lid COMPL and Panel - side outer	-0.5±0.7 mm (0.02±0.03 in)
E	Trunk lid COMPL to Bumper face - rear	7.5±1.0 mm (0.3±0.04 in)

FOR WRX MODELS:

Part		Standard
A	Trunk lid COMPL and Panel - side outer	3.5±1.0 mm (0.14±0.04 in)
B	Surface level gap between Trunk lid COMPL and Panel - side outer (Difference in height)	-1.0 mm (.040") by adjusting the striker -WRX
C	Trunk lid COMPL and Panel - side outer	3.5±1.0 mm (0.14±0.04 in)
D	Surface level gap between Trunk lid COMPL and Panel - side outer	-0.5±0.7 mm (0.02±0.03 in)
E	Trunk lid COMPL to Bumper face - rear	7.5±1.0 mm (0.3±0.04 in)



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NOTES:

Do not make any adjustments until **AFTER** the trunk stoppers (and weatherstrip on STI models **ONLY**) have been installed.

- Clearance “A” and “C” must be the same left to right.
- If “D” and “E” are within the specifications listed in the tables above, no adjustments are necessary.

WARRANTY / CLAIM INFORMATION

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

FOR WRX MODELS:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Trunk Stopper Replacement and Trunk Lid Gap Adjustment	B914-745	WBD-48	0.3
Trunk Lid Movement Paint Touch-Up	C981-021		0.2
Trunk Lid Movement Spot Repair Clear / Color Coat One Panel	C981-020		0.8
Trunk Lid Movement Spot Repair Clear / Color Coat Each Additional Panel	C981-053		0.6
Sublet Repair, Administrative Expenses	C101-108		0.3

FOR STI MODELS:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Trunk Stopper, Weatherstrip Replacement and Trunk Lid Gap Adjustment	B914-740	WBC-48	0.4
Trunk Lid Movement Paint Touch-Up	C981-021		0.2
Trunk Lid Movement Spot Repair Clear / Color Coat One Panel	C981-020		0.8
Trunk Lid Movement Spot Repair Clear / Color Coat Each Additional Panel	C981-053		0.6
Sublet Repair, Administrative Expenses	C101-108		0.3

NOTES:

- Up to \$12.00 can be claimed in Sublet to cover the cost for touch-paint.
- Should additional repair beyond touch-up be necessary, use the spot repair claim coding information provided in the table above.
- If the required repair exceed these spot repair guidelines, DPSM review is required.