

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: 2015 WRX and STI Models

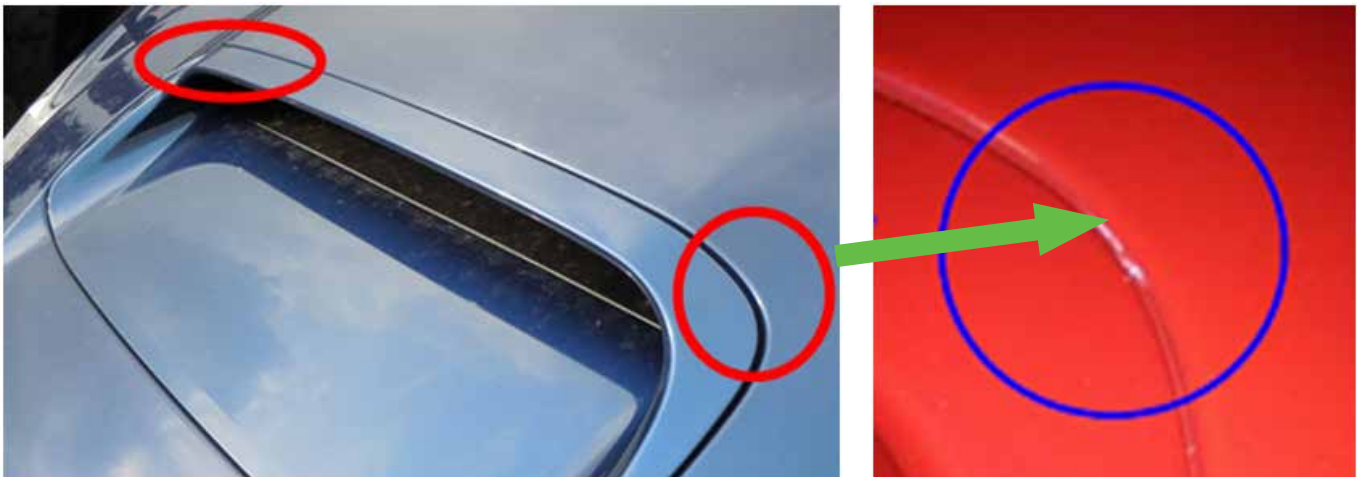
NUMBER: 12-186-15

SUBJECT: Paint Chipping between Hood Grille (Scoop)
and Hood

DATE: 06/22/15

INTRODUCTION

This bulletin announces a repair procedure to address customer concerns of the hood scoop scrubbing the finish of the hood panel in the areas shown in the photo below. Due to different expansion rates between the metal hood panel and the resin material used for the hood scoop, the edges of the scoop's rear corners may come in contact with the hood panel and abrade the finish. The procedure involves installation of 2 pieces of self-adhesive rubberized material to act as protectors (insulators) between the scoop and hood panel.



COUNTERMEASURE IN PRODUCTION:

The protectors were incorporated into production during October, 2014 starting with **VIN F*820082**.

PART INFORMATION

PART NUMBER	DESCRIPTION	QTY
90818VA000	PROTECTOR HOOD	2

NOTE: Replacement hood grille, p.n. 90821VA001NN is shipped unpainted and has the protectors already installed.

**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD
RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

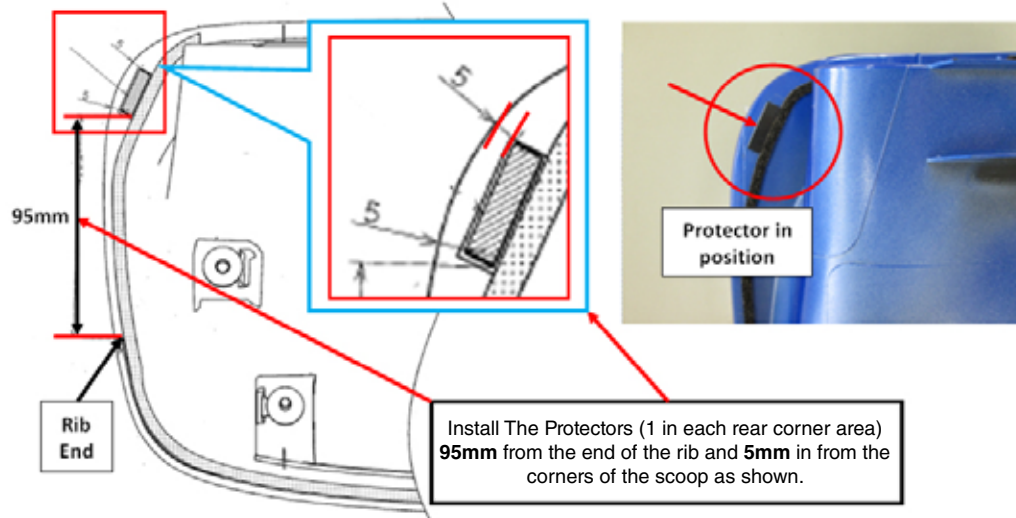
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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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

- **CAREFULLY** remove the hood scoop from the hood panel following the procedure in the applicable Service Manual.
- Repair any abraded paint on the hood using touch-up paint. If the damage is too severe for the use of touch-up paint then sublet to a body shop for spot repair may be necessary. If it is believed any more involved repairs are required, consult your DPSM before proceeding.



- Using the illustrations above as a guide, clean the areas where the protectors will be applied with a mild solvent on a clean shop cloth.
- After drying the cleaned areas completely, **CAREFULLY** measure and mark the locations where the protectors will be installed.
- Peel the adhesive backing and apply the protectors to the scoop.
- Reinstall the scoop into the hood panel in reverse order of removal. Torque the retaining nuts to 39 inch-pounds.

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
HOOD GRILLE (SCOOP) R&R & APPLY SPACERS	B915-190	XIW-48	0.4
HOOD PAINT TOUCH-UP	C915-191		0.2
HOOD COLOR COAT	C915-192		2.0
SUBLET REPAIR, ADMINISTRATION EXPENSES	101-108		0.3

NOTE: Up to \$12.00 can be claimed in Sublet to cover the cost for touch-up paint.

REMINDER: SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.

Always refer to STIS for the latest service information before performing any repairs.