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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2013-14MY BRZ

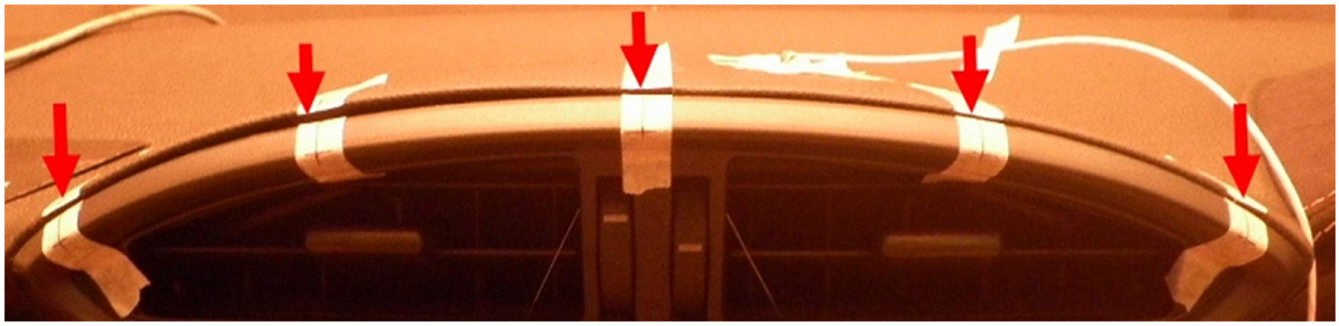
NUMBER: 12-171-15

SUBJECT: Uneven Gap between Dash Pad and Center Air Vent Grille

DATE: 07/27/15

INTRODUCTION

This bulletin will address customer concerns of an uneven gap appearing between the top of the center dash air vent grille and the instrument panel dash pad directly above it. The photo below shows the uneven gaps as indicated by the 5 red arrows. (Masking tape was used to make the gaps easier to see and photograph.) Insufficient retaining force by the air vent grilles combined with high cabin temperatures may cause this condition to occur.



PRODUCTION CHANGE INFORMATION

A new dash pad /frame assembly was incorporated into production starting with VIN **E*605797**.

PART INFORMATION

PART NAME:	NEW PART NUMBER
PAD & FRAME ASSY	66040CA010

(There has been no change to the part number.)

SERVICE PROCEDURE / INFORMATION

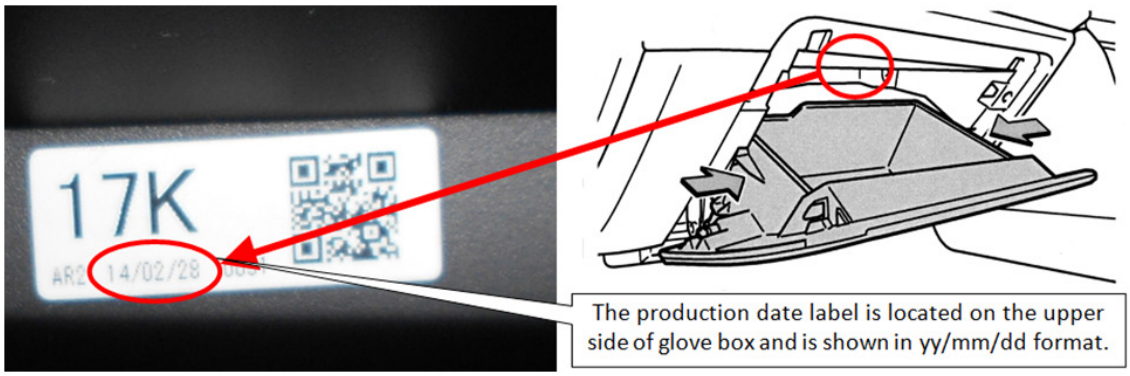
Once the condition has been verified, determine the production date of the vehicle's original dash pad and frame assembly by locating the label in the glove box area as shown in the illustration at the top of page 2.

Continued...

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.

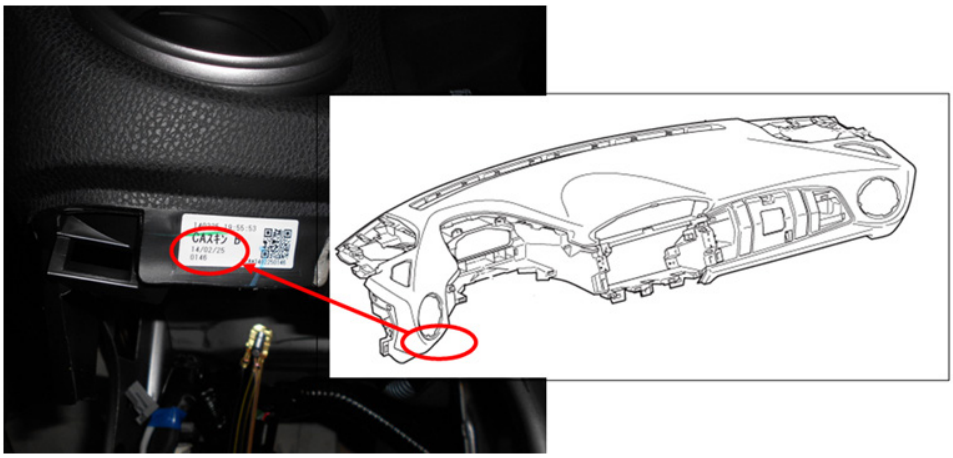
NOTE: This label location is only used on parts made before the production change.



If the date on the production label is **January 26, 2014 or before**, replace the dash pad and frame assembly following the procedure outlined in the applicable Service Manual. A design change to prevent this condition from occurring was incorporated into the dash pad and frame assembly on parts manufactured **January 27, 2014** and after.

NOTE: Parts made after this change date (for both new vehicle production and replacement part use) have the production date label located under the driver's side (left) vent grille as shown in the illustration below (this date will also be in yy/mm/dd format).

CAREFULLY reassemble the dash in the opposite order of disassembly.



REMINDER: Always take the proper precautions to protect the interior trim pieces from damage throughout this procedure.

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
UNEVEN GAP BETWEEN CENTER VENT AND DASH REPAIR	A911-303	YAR-03	1.7

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.