

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: 2012-14MY Impreza 2.0L Models
 2015MY WRX and STI Models

NUMBER: 12-189-15
DATE: 09/23/15

SUBJECT: Rattling Sound from Rear Package Shelf Area

INTRODUCTION

This bulletin provides information about changes made to the rear shelf trim to address customer concerns of a rattling sound heard while driving over bumpy / rough roads. The sources of the rattle have been identified as the mounting for the center stop lamp in the package shelf and / or the shelf itself rattling against the inside of the rear glass.

PRODUCTION CHANGE INFORMATION:

The new package shelves were incorporated into production per the starting VIN chart below:

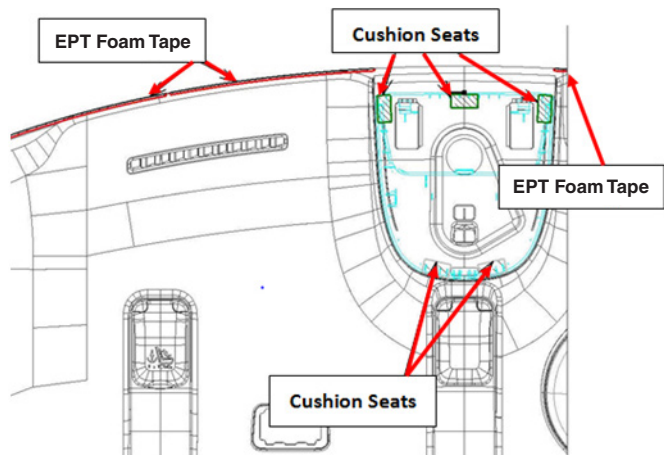
MODEL		STARTING VIN
Impreza 2.0	4-Door	E*024300
WRX / STI	All	F*811957

PART INFORMATION

PART NUMBER	APPLICATION
65510FJ011VH (Black Interior)	Impreza 2.0
65510FJ011WJ (Beige Interior)	
65510VA001VH	WRX / STI w/ Harman-Kardon Audio
65510VA030VH	WRX / STI w/out Harman-Kardon Audio

The changes made to the new shelves include:

- addition of 5 non-woven tape “cushion seats” in the area of the center stop lamp
- EPT foam tape added along the rear edge of the shelf to insulate it from contacting the rear glass.



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

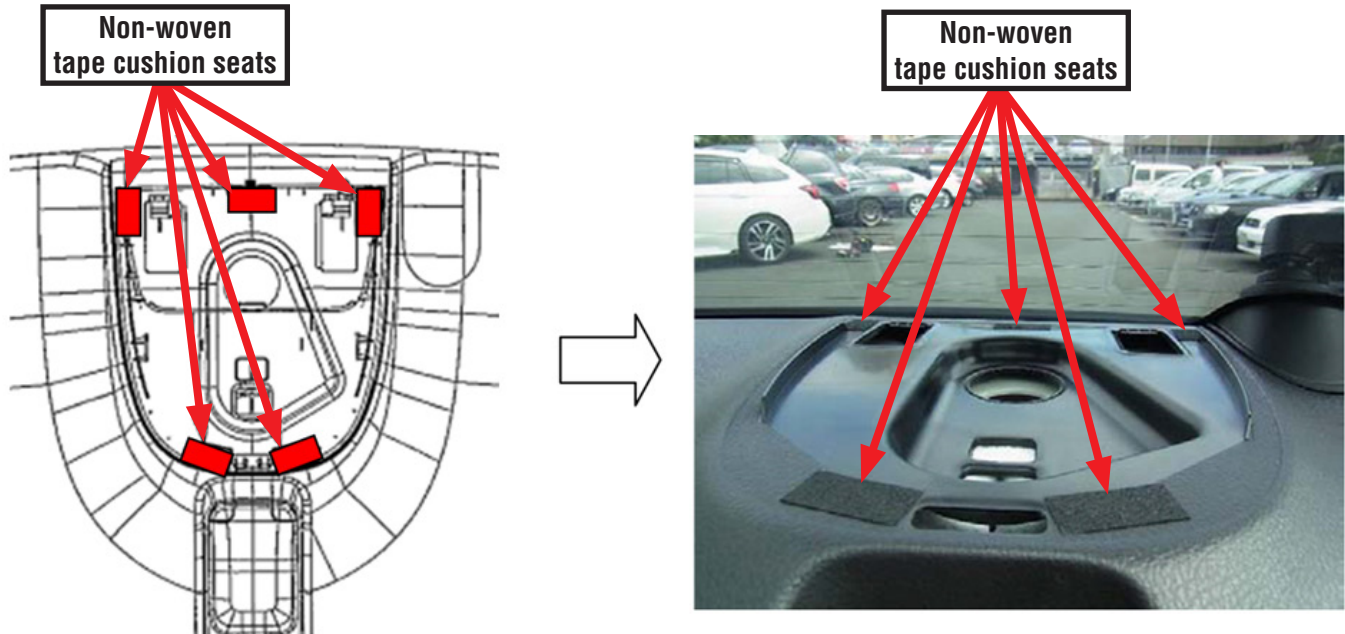
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

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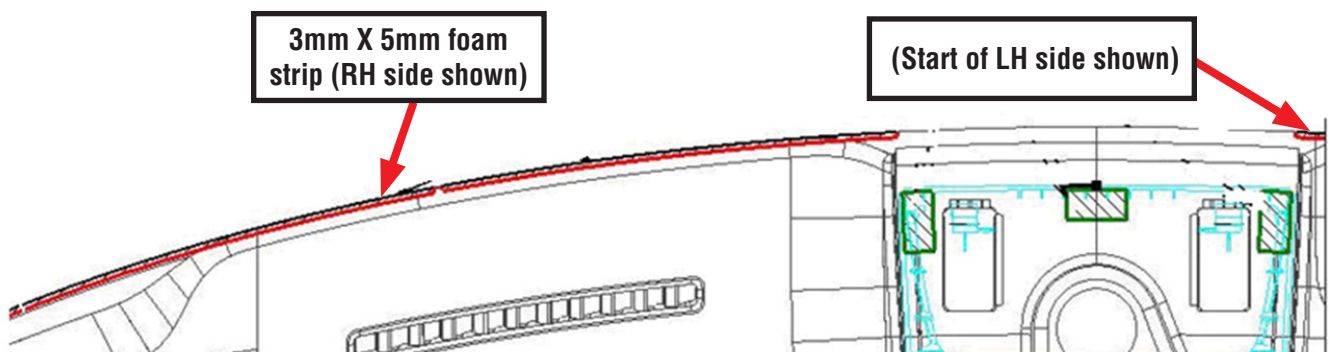
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SERVICE PROCEDURE / INFORMATION

- If the rattle sound is confirmed and determined to be coming from the center stop lamp in the rear package shelf, prepare 5 pieces of non-woven tape material (p.n. **SOA963W110**) 15mm X 30mm. Remove the lamp assembly following the procedure in the applicable Service Manual. Apply the non-woven tape (cushion seats) to the lamp mounting areas of the package shelf as shown in the illustration and photo below. Reinstall the lamp assembly in reverse order of removal.



- If the rattle sound is confirmed and determined to be caused by the rear package shelf contacting the rear glass, order a self-adhesive EPT foam tape “kit” (p.n. **63599AJ000**). Remove the package shelf following the procedure in the applicable Service Manual. Using the 3mm X 5mm X 650mm long strips from the kit, apply the EPT foam tape to the rear edge of the package shelf as shown in the illustration below. Each side will use approximately 600mm of the 650mm long strip. In addition, apply the 5 non-woven tape (cushion seats) as referenced above to the center stop lamp mounting areas of the package shelf at this time. Reinstall the package shelf and center stop lamp assembly in reverse order of removal.



- Always verify proper operation of the center stop lamp and road test the vehicle to confirm the repairs have eliminated the condition before releasing it back to the customer.

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WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
CENTER STOP LAMP RATTLE SOUND REPAIR	A916-294	XGS-25	0.4
REAR SHELF TRIM AND CENTER STOP LAMP RATTLE SOUND REPAIR	A912-104	YBH-25	0.6

For claim submission purposes, use part number **SOA635079** for the non-woven tape. Use part number **SOA635308** for the EPT self-adhesive foam.

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.