

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.

© 2015 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015-16MY Legacy and Outback
 2012-16MY Impreza
 2013-16MY XV Crosstrek
 2014-16MY Forester
 2015-16MY WRX and STI

NUMBER: 12-195-15

DATE: 12/14/15

SUBJECT: Door Mirror Loose, Vibrating

INTRODUCTION:

Should you receive a customer concern of vibration or looseness in either of the door mirrors, a design change has been made to the 3 mirror head mounting holes in the mounting base. In addition, a new retaining bolt and tightening torque specification are now used to secure the mirror head to the mounting base. This bulletin provides a procedure for repairing the existing mirror assembly by replacing the three mounting screws with updated fasteners.

NOTE: Refer to TSB 12-152-13 dated 6/17/2013 for related information on BRZ models.

PART INFORMATION:

PART NAME	NEW PART NUMBER	DESCRIPTION
Mirror Bolt Flange	91032CA000	Mounting Screw (qty. 3 required) per mirror

MATERIAL NEEDED:

Loctite #243 (BLUE) medium-strength thread locker

SERVICE PROCEDURE / INFORMATION

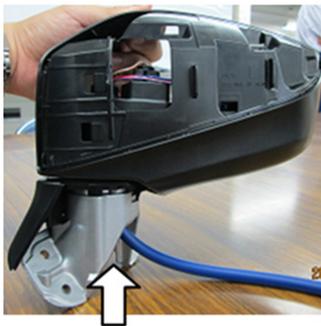
NOTE: This service procedure applies to mirror heads secured to their mounting base with **Phillips-head screws ONLY**. If you find the new hex-head bolts are already in place, diagnose the cause of the loose mirror head and repair or replace accordingly.

- Follow the procedure outlined in the applicable Service Manual for replacing the mirror assembly.

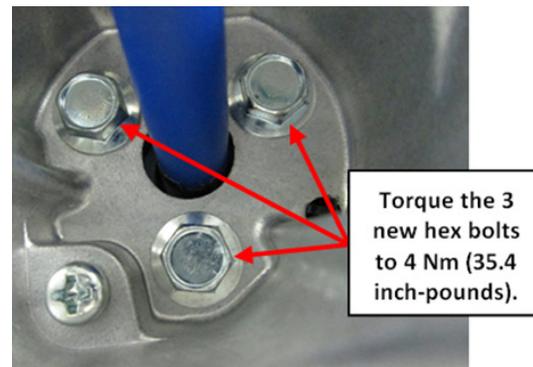
Continued...

<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>
--	--

- After removing the mirror assembly, remove the 3 Phillips screws which hold the mirror head to the base as indicated in the photo below.



IMPORTANT: Avoid damaging the Phillips drive portion of the screws by using No. 2 size Phillips screw driver. They are installed with a thread locking compound and may require some extra force to remove.



- Apply thread locking compound to the bolt threads as shown above. Follow the instructions on the packaging for proper curing time.
- Install and torque the 3 mounting bolts to 4 Nm, (35.4 inch-pounds).
- Reinstall the mirror assembly in the reverse order of removal.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period or covered by a Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
One Door Mirror Assembly Repair	A916-123	XBE-48	0.4
Both Door Mirror Assemblies Repair	A916-124		0.7

NOTE: Up to \$1.00 can be claimed in Sublet for thread locking compound.

IMPORTANT REMINDERS:

- 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 check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.