

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: 2016-2017MY Impreza 2.0L Models
 2016MY XV Crosstrek
 2017MY Forester
 2017MY WRX

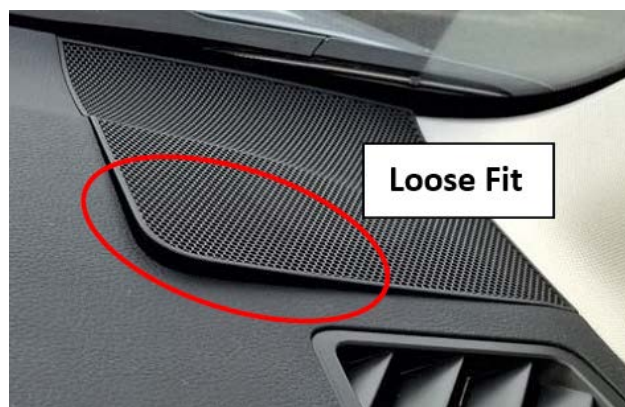
NUMBER: 12-209-16

DATE: 11/08/16

SUBJECT: Loose Fitting Speaker Grilles

INTRODUCTION:

This bulletin announces a design change to the front speaker grille. The new grilles have increased retention capabilities to address customer concerns of a loose fit as shown in the example photo below.



PRODUCTION CHANGE INFORMATION:

The new speaker grilles were incorporated into production as per the table below:

Vehicle / Model	Starting VIN	Notes:
Impreza 4-Door	G*023599	-
Impreza 5-Door	G*350122	2016MY
	H*203139	2017MY
XV Crosstrek	G*350122	-
Forester	H*477058	-
WRX	H*820454	-

**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.

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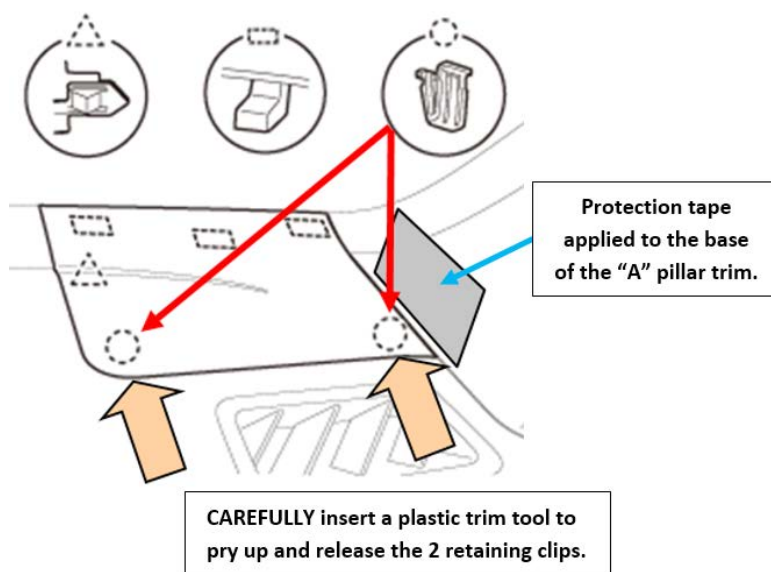
PART INFORMATION:

The new grilles are the same part number for all models listed above.

Description	Part Number
GRILLE-SPEAKER RIGHT	66118FJ001
GRILLE-SPEAKER LEFT	66118FJ011

SERVICE PROCEDURE / INFORMATION:

- Apply a piece of tape (e.g. masking or painter's tape) to the base of the "A" pillar to protect the trim surface during grille removal / installation.
- Using a plastic trim tool, **CAREFULLY** pry up the rear edge of the grille where indicated by the tan arrows shown in the illustration below.
- When installing the new part, install the front edge (closest to the windshield) first with the 3 hooks under the instrument panel.
- When the grille is in the proper position (front edge hooked and flush with the instrument panel), push down firmly on the area of the 2 rear clips to lock it in place.



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 #	Labor Time	Fail Code
DASH TWEETER/ SPEAKER GRILLE R&R ONE SIDE	A911-471	0.2	YMS-48
DASH TWEETER/ SPEAKER GRILLE R&R BOTH SIDES	A911-474	0.3	

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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.