

- 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:** 2012-16MY Impreza 2.0L Models  
 2015MY-2017MY WRX and STI Models

**SUBJECT:** Rattling Sound from Rear Package Shelf Area

**NUMBER:** 12-189-15R  
**DATE:** 09/23/15  
**REVISED:** 09/22/16

### 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 points for the center stop lamp where it fits into the package shelf
- the package shelf itself rattling against the inside of the rear glass
- the rib and/or stand portions located on the underside of the package shelf contacting the shelf portion of the vehicle body.

### 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	G*015622
WRX / STI	All	H*800024

### PART INFORMATION

PART NUMBER	APPLICATION
65510FJ012VH (Black Interior)	Impreza 2.0
65510FJ012WJ (Beige Interior)	
65510VA002VH	WRX / STI w/ Harman-Kardon Audio
65510VA031VH	WRX / STI w/out Harman-Kardon Audio

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

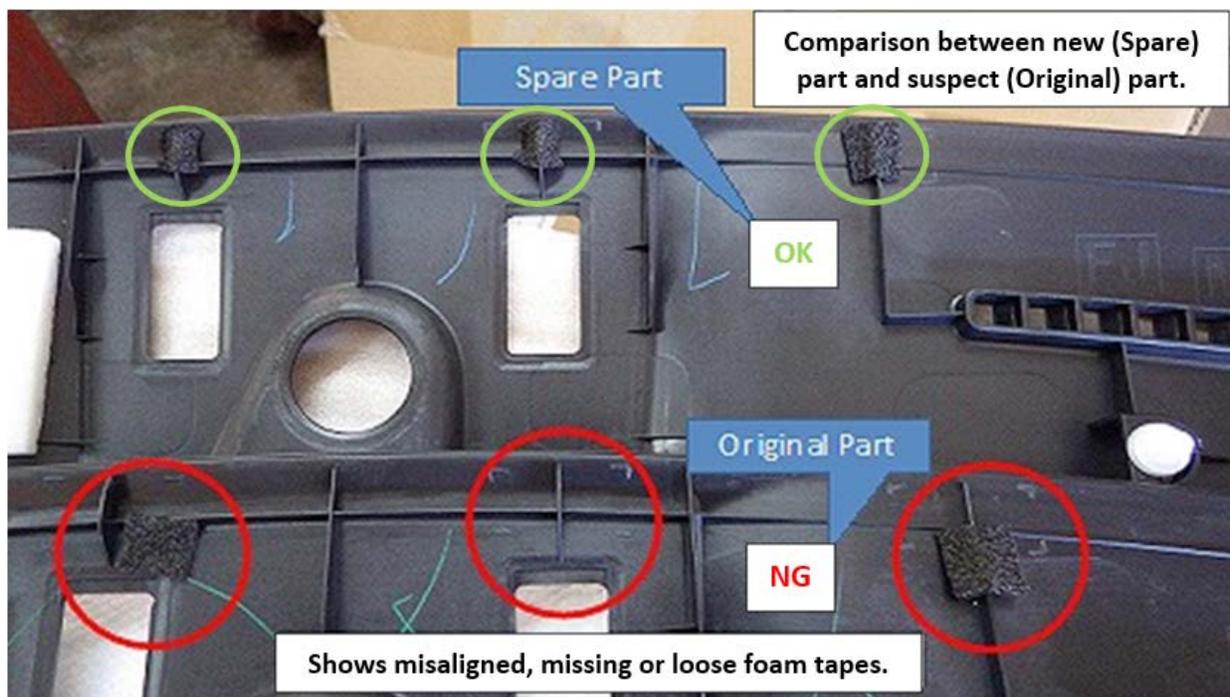
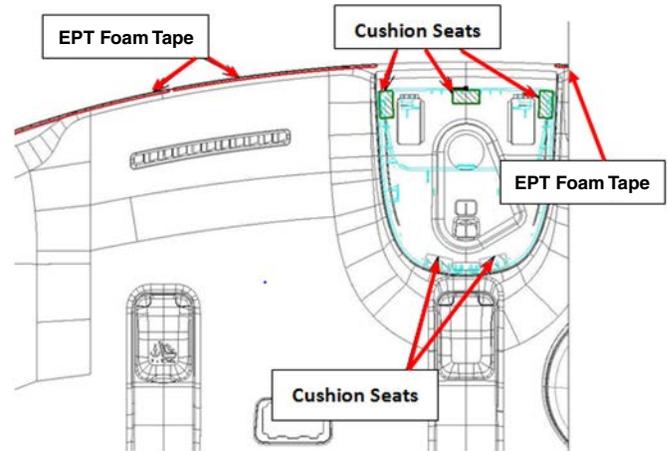
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

The changes made to the new shelves include:

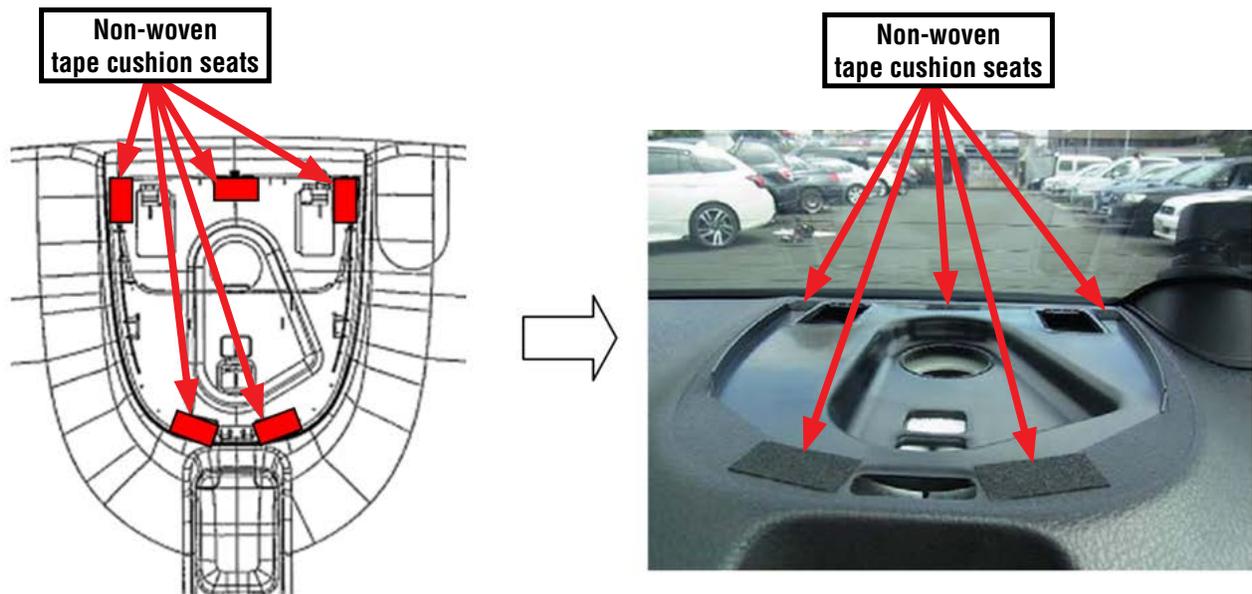
- addition of 5 non-woven tape “cushion seats” in the area of the center stop lamp
- EPT foam tape added along the rear edge of the shelf to insulate it from contacting the rear glass.
- EPT foam tape added to the ribs and stands which are molded into the underside of the package shelf to insulate them from the vehicle body.



## 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.

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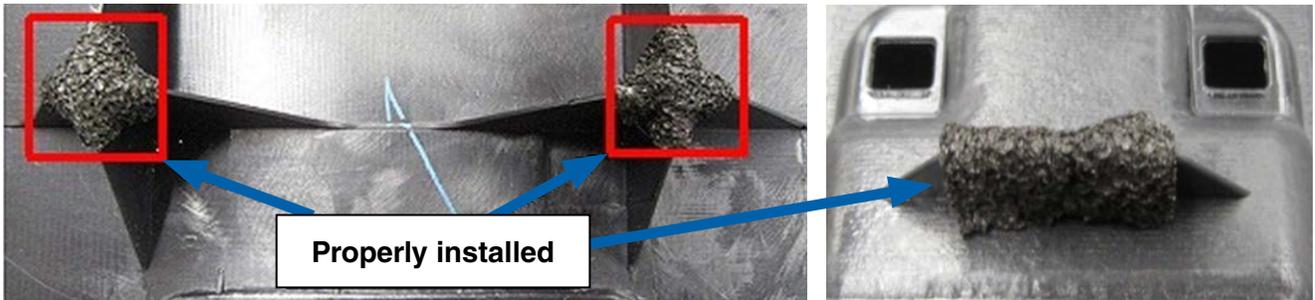
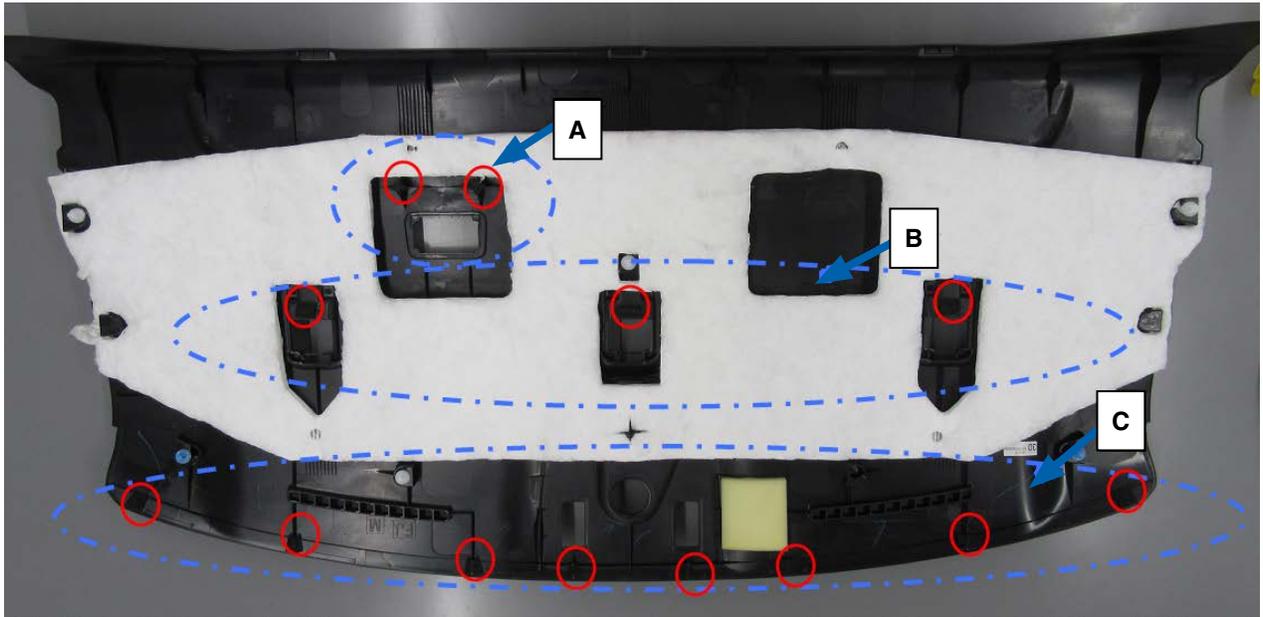


- If the rattle sound is confirmed and determined to be caused by the rear package shelf contacting the rear glass, order a self-adhesive EPT foam tape “kit” (p.n. **63599AJ000**). Remove the package shelf following the procedure in the applicable Service Manual. Using the 3mm X 5mm X 650mm long strips 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.



- **IMPORTANT:** While the package shelf is removed, always inspect the underside of for missing or misaligned EPT foam tapes which must be applied to the support rib and stand portions. This will insulate the package shelf from the vehicle body. The photo below shows all the locations in areas **A, B & C** (circled in red) which should be inspected and have EPT foam tape applied as needed before reinstalling the package shelf. Example photos of how the EPT foam tape should appear after application are also supplied.

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- When complete, reinstall the package shelf in reverse order of removal.
- Road test the vehicle to confirm the repairs have eliminated the condition.

## 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.

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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.