

- ATTENTION:**
- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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


© 2017 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** 2012-2017MY Impreza  
2013-2017MY Crosstrek

**NUMBER:** 12-224-17R

**DATE:** 7/31/17

**SUBJECT:** Roof Rail Cushion Protrusion

**REVISED:** 08/02/17

**INTRODUCTION:**

This bulletin provides a procedure for replacement of the black foam rubber insulating cushions for the roof rails. In rare cases, the cushion(s) may come loose and begin to protrude from under the roof rails where they contact the body.



**PART INFORMATION:**

Description	Part Number	Dimensions- Thickness, Width, Length (mm)	Notes, Quantity per Side, Applicability
ROOF RAIL SPCR "A"	91152FJ140	3 x 3 x 250	Front, Qty. 2 required (All)
ROOF RAIL SPCR "C"	91152FJ150	3 x 3 x 735	Rear, Qty. 2 required, 2012-14MY
ROOF RAIL SPCR "H"	91152FJ160	3 x 3 x 750	Rear, Qty. 1 required, 2015-17MY
ROOF RAIL SPCR "J"	91152FJ170	3 x 3 x 770	
TAPE KIT	SOA635148	n/a	Adhesion Promoter, 1 per side
Generic "Instant Glue"	n/a	n/a	"gel" type recommended

*Continued...*

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

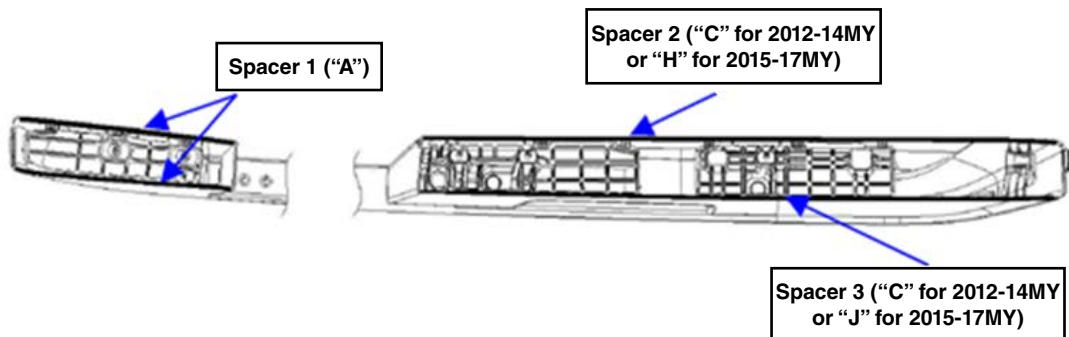
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

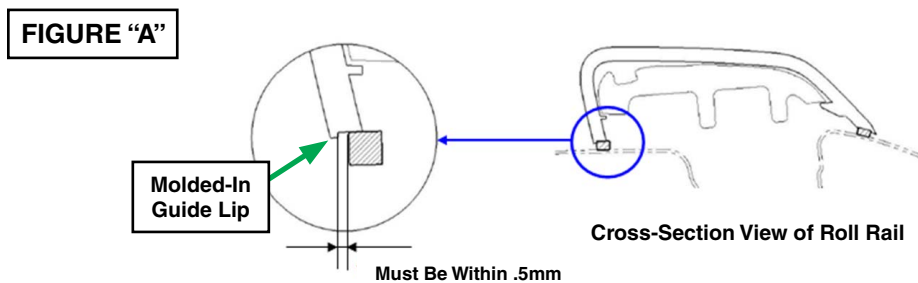
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

## SERVICE PROCEDURE / INFORMATION:

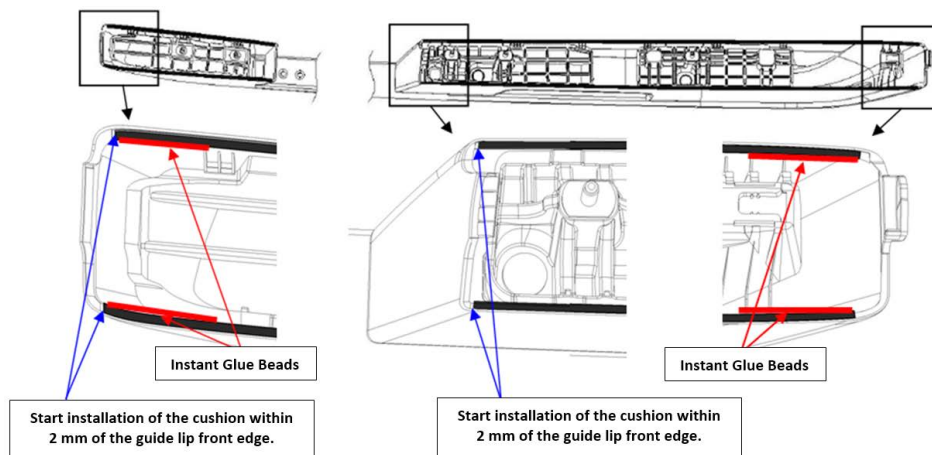
- Remove the affected roof rail following the procedure in the applicable Service Manual. Always place the rail on a blanket (or equivalent) to protect the textured surfaces from damage while performing the repairs. Note the positioning of the existing original cushions for reference later.
- Use a mild solvent or parts cleaning spray on a clean shop cloth to remove any residual adhesive and / or remains of the cushions. Make sure the surfaces are totally clean or, the effectiveness of the new part's adhesive may be compromised.
- Using the following illustrations as guides, familiarize yourself with the proper positioning of the new cushions **before** peeling the self-adhesive tape backing.



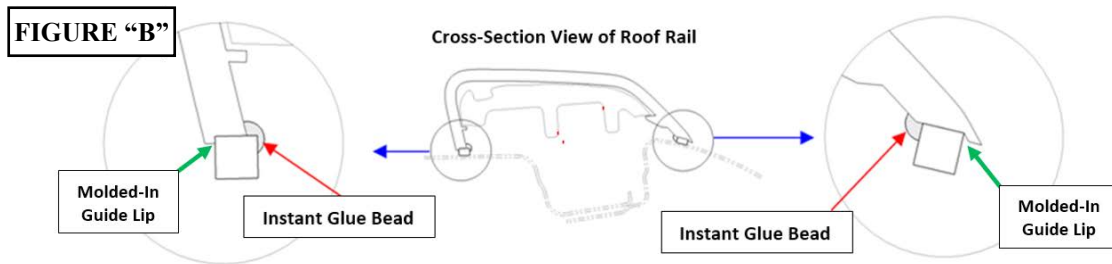
- The new cushions need to be within .5 mm of the inside of the molded-in guide lip but not overlapping onto or covering it. See **Figures "A" and "B"** below for reference.



- Apply adhesion promoter using the towelette included in the tape kit to all surfaces where the new cushions will be installed. (The tape piece supplied can be discarded.)
- When installing the new cushions, use caution to not stretch them or the end may overhang. **CAREFULLY** trim any excess to look like the illustrations below when finished.



- After installation is complete, **CAREFULLY** apply a small bead of the instant glue to the back side “corner” of the cushions where they overhang the rail’s inner edge as shown. This provides an extra measure of attachment to prevent the cushions from coming loose.



- **CAUTION:** Whenever using instant glue, always make sure to read the instructions for its use along with all precautions and warnings. Take all necessary precautions to prevent the instant glue from contacting the outer surfaces of the rail.
- Always allow adequate time for the instant glue to cure (see instructions on package).
- Reinstall the roof rail in reverse order of removal.

**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
ONE ROOF RACK SIDE RAIL &/OR CUSHION R&R	A054-131	1.9	ZIL-24
BOTH ROOF RACK SIDE RAILS &/OR GASKETS R&R	A054-134	2.1	

**NOTE:** Up to \$2.00 can be claimed in sublet to cover the cost of the instant glue.

**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.