

- 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: 2017MY Impreza

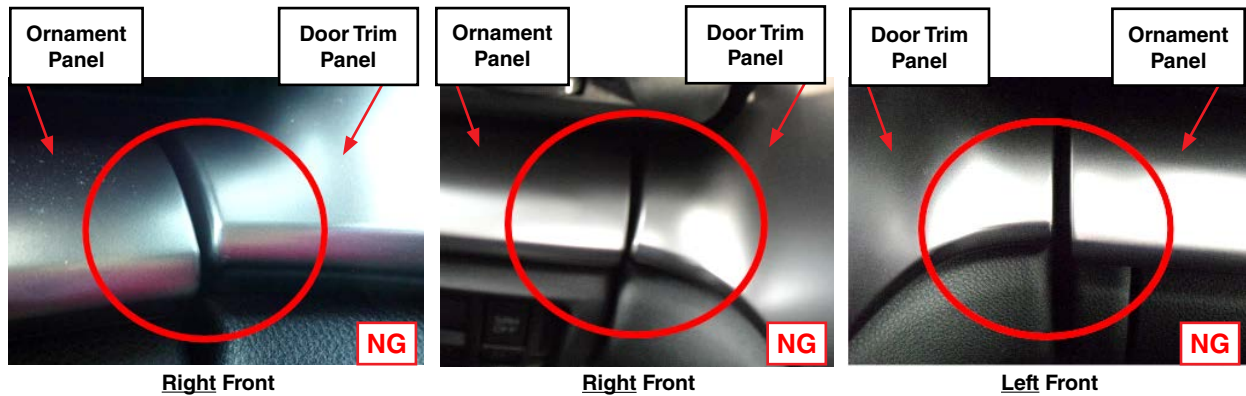
NUMBER: 12-228-17

SUBJECT: Misalignment between Door Trim and Instrument Ornament Panel

DATE: 08/29/17

INTRODUCTION:

This bulletin provides a repair procedure to address a small number of customer reports of improper fit or misalignment between the front door trim panel and the instrument panel's (IP) ornament panel (garnish) as shown in the example (NG) photos and **Step 1** of the Service Procedure provided below.



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 style="text-align: center;">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>
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SERVICE PROCEDURE / INFORMATION:

There are 2 possible causes for this condition outlined below. They are listed as steps in the order they should be addressed. Performing both steps may not be necessary to repair the condition. For example, if **Step 1** repairs the condition, there is no need to perform **Step 2**.

1. IP ornament panel (garnish) retaining clip(s) not properly inserted and / or trim not fully seated.
2. Door trim panel retaining clip(s) not installed properly and / or improper application of the foam rubber sealing cover on the inside of the door structure. When this cover is out of position, the center retaining clip does not secure the door trim panel properly and can cause misalignment.

REMINDER: Whenever working with interior trim panels, keep in mind they are highly visible to customers and proper precautions should always be taken to protect them from damage at all times.

STEP 1:

Using a plastic trim tool, **CAREFULLY** remove the affected IP ornament panel to confirm proper seating. The longer right side has separate retaining clips attached to it while the driver's side has the retaining clips molded directly into the part. Verify the retaining clips are all fully seated on the trim.



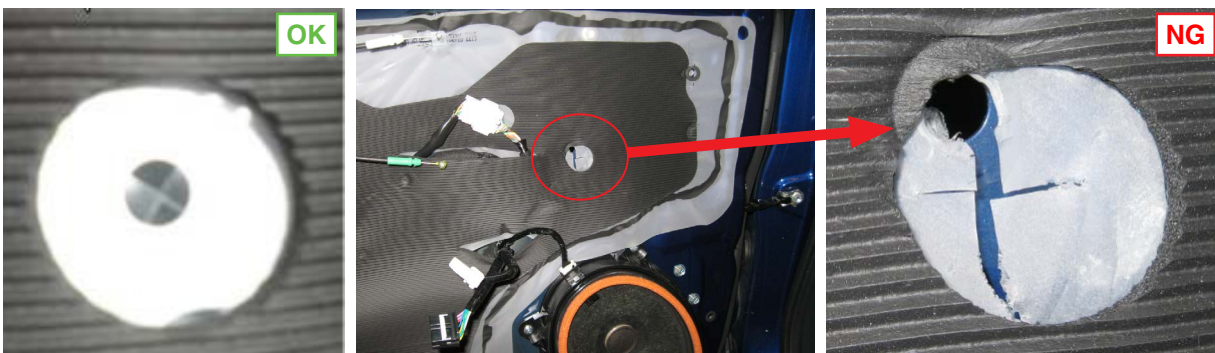
NOTE: When refitting the ornament panel, always make sure the edge tab fits under the IP end cover trim (or the end cover fits over it) before pushing the trim back into place.



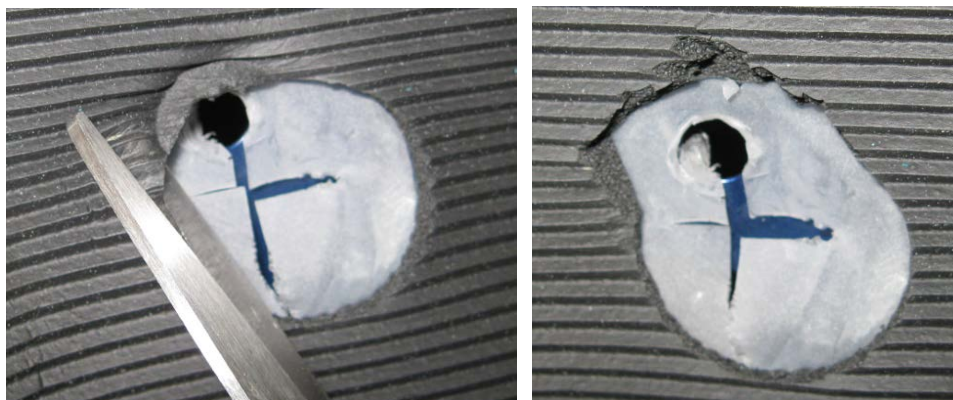
Step 2:

In this step, the key is to confirm the inside of the door trim panel fits completely flat against the black foam rubber sealing cover and plastic vapor barrier adhered to the inner door structure. If the retaining clips are not fully seated, the trim panel can become warped or misshapen causing misalignment with the IP ornament panel. **CAREFULLY** remove the affected side door trim panel following the procedure in the applicable Service Manual. Inspect each point on the door trim panel for proper installation of the retaining clip. The clips can be reused but, any that appear damaged, or have sections cracked or broken must be replaced. There should also be a thin sealing washer at the base of each clip. Sometimes, these washers stick to the door and other times the retaining clip or, they can fall off when removing the trim panel. After inspection, set the trim panel aside in a safe place.

Inspect the black foam rubber sealing cover for proper positioning. The retaining clip hole should be directly (or very close to) centered with the hole in the sealing cover as shown below.



If inspection shows areas where the foam has been crushed by the corresponding retaining clip boss on the inside of the door trim panel, **CAREFULLY** trim the crushed foam away using a small, sharp scissor, leaving just the thin plastic vapor barrier as shown below. **DO NOT** try to re-position or separate the foam sealing cover from the vapor barrier as it will get damaged.



Before reinstallation, always confirm each retaining clip has a sealing washer on it and is properly aligned with its corresponding hole. An audible “click” can be heard as each clip locks into proper position. Finish reassembly in reverse order to complete the procedure.

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
IP ORNAMENT PANEL FIT / CLIP REPAIR- ONE SIDE	B911-911	0.3	YOE-48
IMPREZA DOOR TRIM CLIP REPAIR- ONE SIDE	C913-951	0.2	
IP ORNAMENT PANEL FIT / CLIP REPAIR- BOTH SIDES	B911-914	0.5	
IMPREZA DOOR TRIM CLIP REPAIR- BOTH SIDES	C913-954	0.4	

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.