

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: 2018MY Legacy and Outback
SUBJECT: Uneven Hood to Headlight Gap

NUMBER: 12-229-17
DATE: 09/05/17

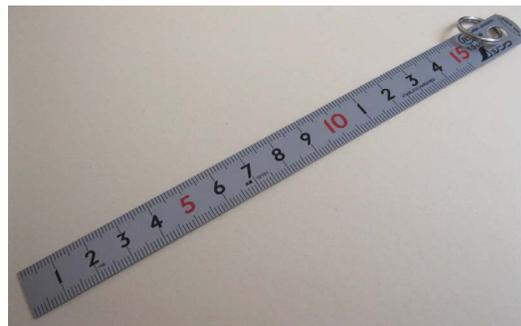
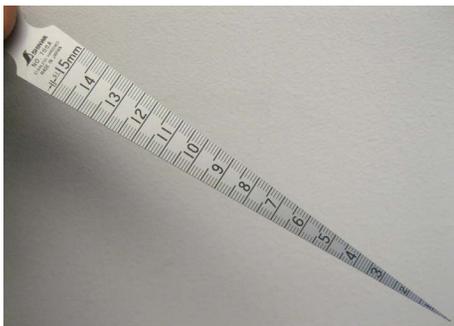
INTRODUCTION:

This bulletin provides a service procedure for addressing customer concerns regarding an uneven gap between the hood and top of the headlamp.

SERVICE PROCEDURE / INFORMATION:

VERY IMPORTANT NOTES BEFORE PROCEEDING:

- Always confirm the customer’s concern by measuring the gap as described in step 4. below. If the gap measures greater than 7mm, continue with the steps as outlined.
- All the steps listed below **may not** be needed. Perform adjustments based on the gap measurements taken to achieve the desired results.
- A tapered gap / hole measurement scale or a precision (Machinist’s) pocket ruler should be used.

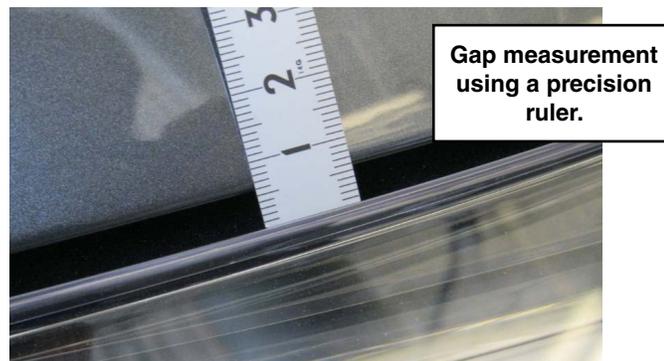
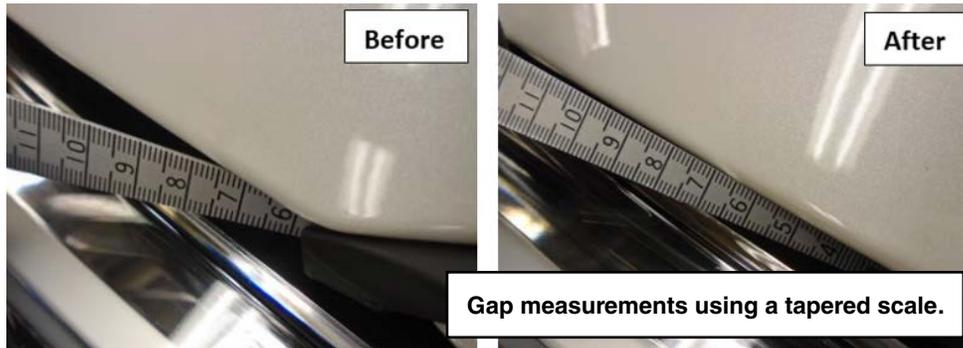


1. Loosen (do not remove) all 4 nuts securing the hood to the hood hinges (2 each side).
2. Push the hood to the right enough to move it on the hinges approximately 1.5mm.
3. Continue to apply pressure on the hood while re-tightening the nuts on the hinge. Torque all 4 nuts to 25 Nm +/- 5 Nm (18 ft. lbs.).

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4. **CAUTION:** When closing the hood after performing this adjustment, closely monitor the fender to hood gap near the cowl to ensure there is not any contact. With the hood fully closed, the gap between the hood and headlamps should be **no more than 7mm** and even on both sides.



If necessary, equalize the gap by adjusting the hood bumpers (lower the hood by turning the bumper clockwise).



Continued...

- Recheck for proper hood / fender and hood / headlamp alignment. If OK, proceed to step 6. If not, **CAREFULLY** apply a **SLIGHT** twisting force to the hood by pulling down on the passenger's side of the hood while pushing up on the driver's side as shown below. Close the hood and recheck for proper hood / fender and hood / headlamp alignment. **CAREFULLY** repeat the previous steps as necessary to achieve the desired gap. Make sure when the hood is fully closed, it is snug against both hood bumpers.



- Verify hood safety latch is functioning properly by lowering the hood so the striker makes proper contact with the safety latch. The safety latch should function (latch) under the weight of the hood. If it does not, **CAREFULLY** adjust the striker for proper alignment left or right using a deadblow hammer or equivalent.
- Apply color matching touch-up paint to the hood hinge nuts as required.

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
2018 LEGACY / OUTBACK HOOD FITMENT REPAIR	B900-168	0.3	OCH-88
HOOD STRIKER ADJUSTMENT	C900-178	0.1	

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.