

- 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: 2014-2018MY Forester
 2012-2016MY Impreza
 2013-2017MY Crosstrek
 2015-2018MY WRX and STI

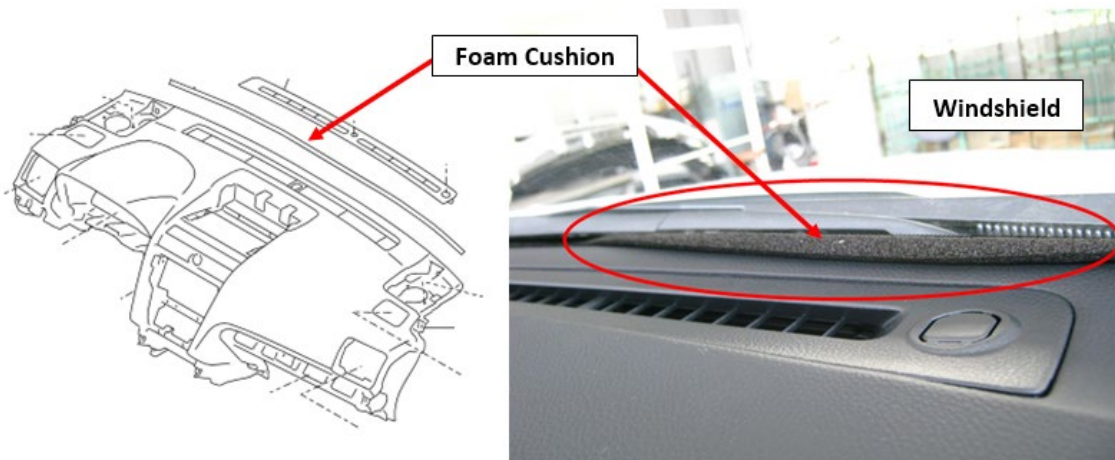
NUMBER: 12-234-18

DATE: 03/28/18

SUBJECT: Instrument Panel (IP) Foam Cushion
 Coming Loose

INTRODUCTION:

This bulletin provides a repair procedure for replacing the foam cushion installed between the top front edge of the IP and the windshield glass. Use the supplied Service Procedure to address a customer concern involving the foam cushion becoming visible above the IP near the defroster vent outlets as shown below.



PRODUCTION CHANGE INFORMATION:

A new foam cushion was incorporated into production starting with VIN **J*558064** for Forester and **J*834217** for WRX and STI. Impreza and Crosstrek starting VINs will be added when they become available.

PART INFORMATION:

The part number for the new foam cushion is: **66226FJ001**.

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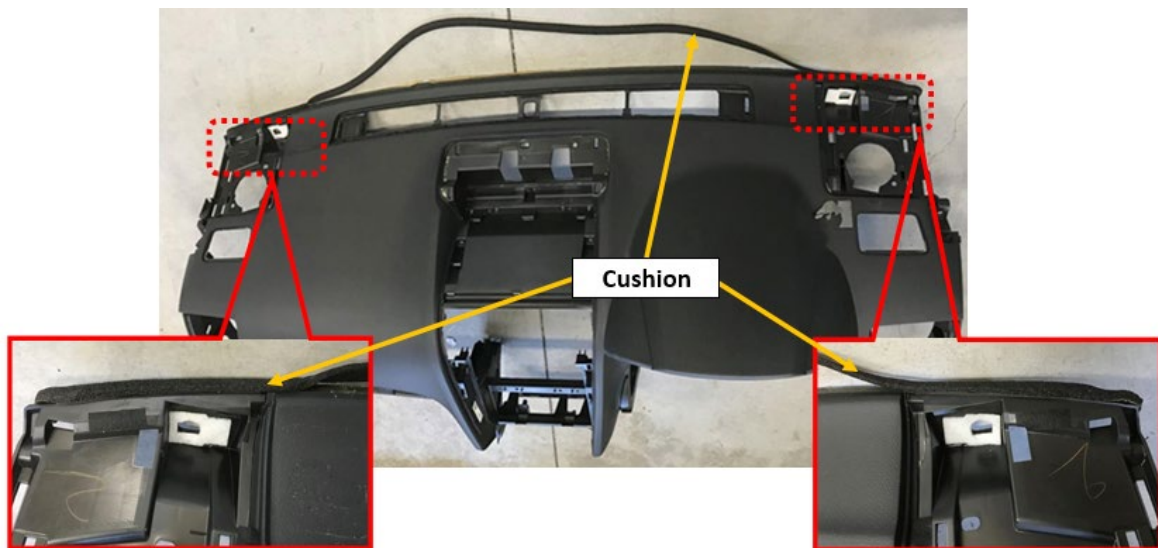
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SERVICE PROCEDURE / INFORMATION:

- 1) After confirmation of the condition, record the customer's radio station presets (and navigation favorites where applicable).
- 2) **CAREFULLY** remove the IP assembly following the procedures supplied in the applicable Service Manual.

NOTES:

- Take all necessary precautions to protect related trim components from being damaged.
- **FOLLOW ALL CAUTIONS** whenever working with the airbag system and the related wiring harness connectors.
- While **CAREFULLY** removing the "A" pillar trims, do not damage the tether clips at the top. If the tether clips show any sign of damage, they **MUST** be replaced at reassembly.
- Remove the IP and the beam as an assembly. Using a helper is strongly recommended for this to minimize the damage risk during removal and reinstallation.
- **IMPORTANT:** Note the position of any remaining sections of the foam cushion to use as reference for proper placement of the new part.



- 3) With the IP removed, **CAREFULLY** peel any remaining foam cushion / adhesive.

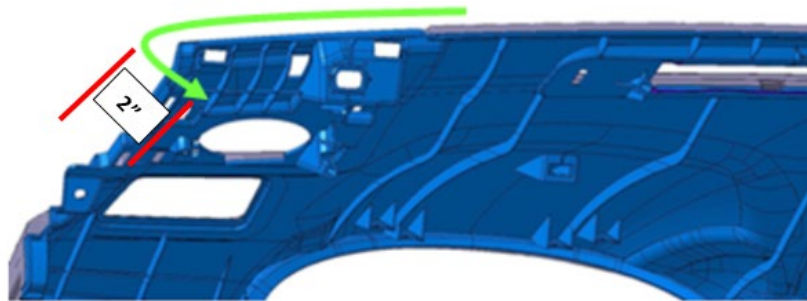


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- 4) Using a **water-dampened** cloth, clean any remaining double-sided tape residue from the IP. **IMPORTANT NOTE: NEVER use any type of solvent for this step** as damage to the material or texture of the IP may result. This area **MUST** be completely dry before proceeding further.



- 5) Before starting to apply the new foam cushion, leave 50mm (2") to wrap around the end and into the dash speaker area as shown in green in the illustration below. Be sure to not cover any holes.



- 6) Working from one side, pull the adhesive backing and **CAREFULLY** apply the new foam cushion to the cleaned top front edge of the IP. Pull the backing off as you go. This will make the part easier to manage and reduce the chances of getting contamination in any exposed adhesive.

VERY IMPORTANT: Pay close attention to not pull or stretch the foam cushion during application.

- 7) Leave an extra 50mm (2") extra at the opposite end of the IP to wrap around the end and put into the dash speaker area. Be sure to not cover any holes. Cut off any excess foam remaining.

- 8) Reinstall the IP assembly in reverse order of removal.

NOTE: Always follow the recommended sequence when torquing the beam hardware to the recommended specifications.

- 9) Verify proper operation of all IP-related systems and combination meter warning light functions.

- 10) Reset the customer's radio station presets (and navigation favorites where applicable) to complete the repair.

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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 #	Model Applicability	Labor Time	Fail Code
CUSHION, DASH TO WINDSHIELD R&R	A911-010	2014-18MY Forester	2.3	YOG-29
		2012-16MY Impreza	2.7	
		2013-17MY Crosstrek		
		2015-18MY WRX and STI		

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.