

- 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 4Dr. (Sedan) Models

**NUMBER:** 12-235-18

**SUBJECT:** Trunk Release Difficult to Operate

**DATE:** 03/28/18

**INTRODUCTION:**

This bulletin provides part information and a Service Procedure to address a customer concern of the trunk release being difficult to operate. The release cable may not be operating the trunk latch mechanism properly. The trunk lid cord (wire harness) has been changed with the addition of a new style retaining clip.

**PRODUCTION CHANGE INFORMATION:**

New Component Name	Starting VIN
CABLE ASSEMBLY- TRUNK LID	TBD
CORD TRUNK LID	TBD

**PART INFORMATION:**

New Component Name	Part Number	Applicability
CABLE ASSEMBLY- TRUNK LID	57330FL04B	All
CORD TRUNK LID	81811FL00B	w/ Key Start
	81811FL01B	w/ Push Button Start

A retaining clamp for the trunk release cable has been added to the new trunk lid cord's retaining clip (it is not serviced separately). The illustrations below show the difference between the old and the new style trunk lid cords.

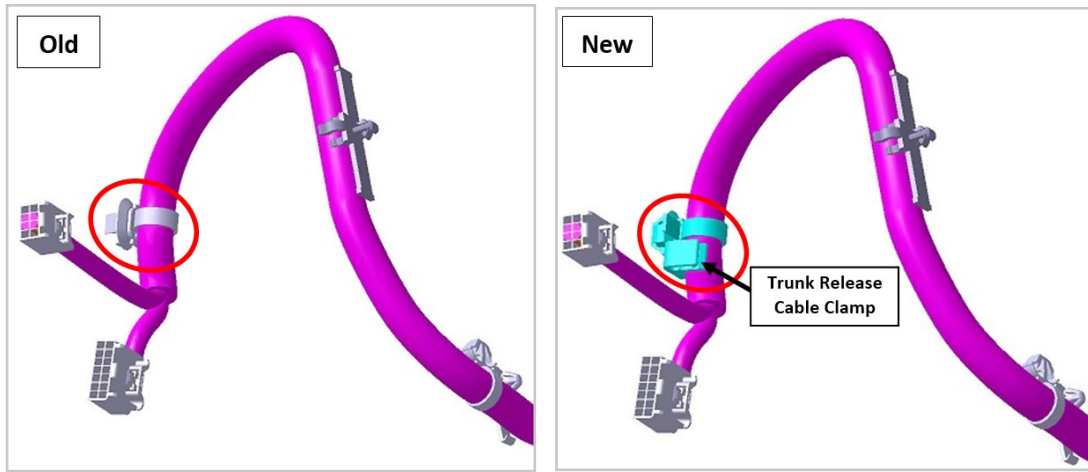
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**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

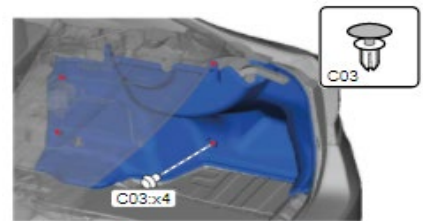
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**SERVICE PROCEDURE / INFORMATION:**

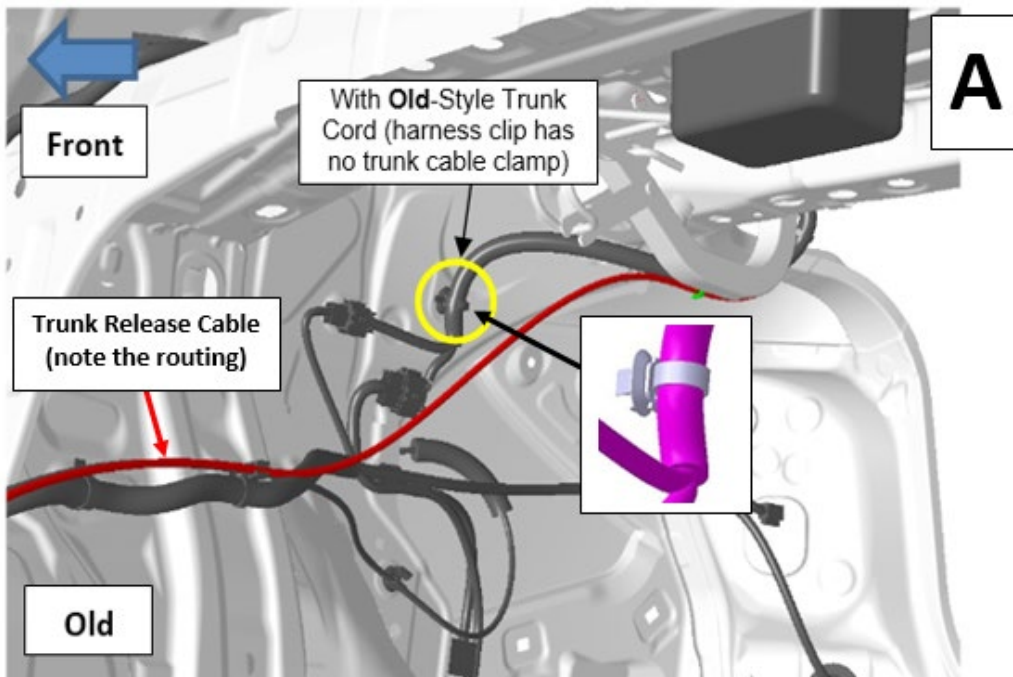
- After confirming the condition, CAREFULLY release the 2-piece retaining clips and remove the passenger side trunk area inner trim. The retaining clips are reusable.



**INSPECTION:**

Illustration “A” shows:

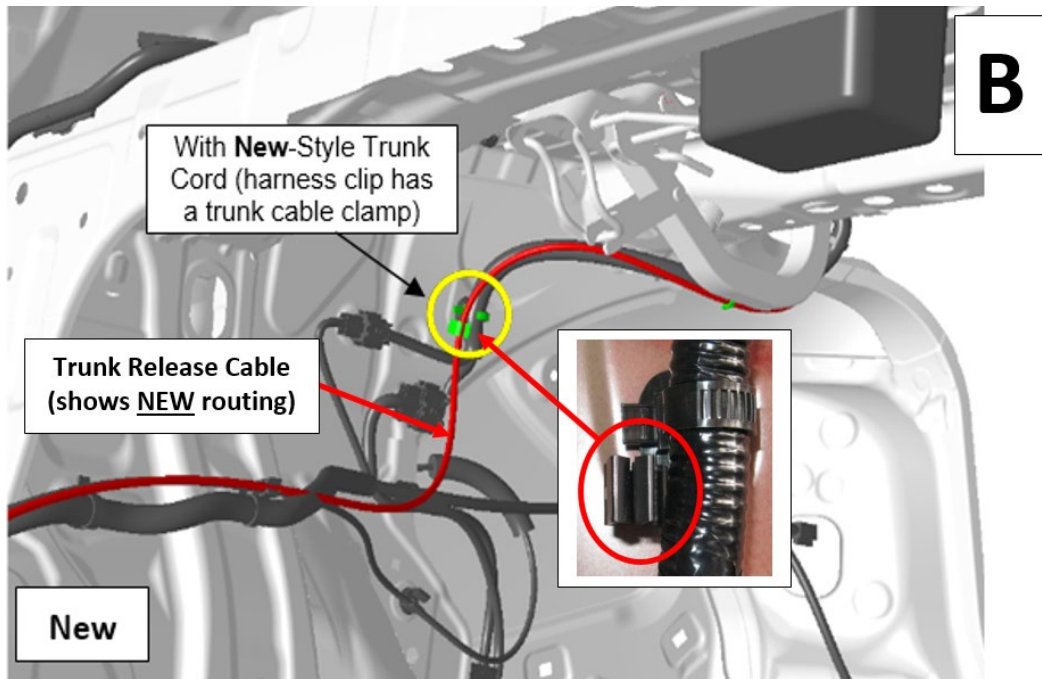
- Trunk release cable routing (red)
- Old-style harness retaining clip with no trunk release cable retaining clamp.



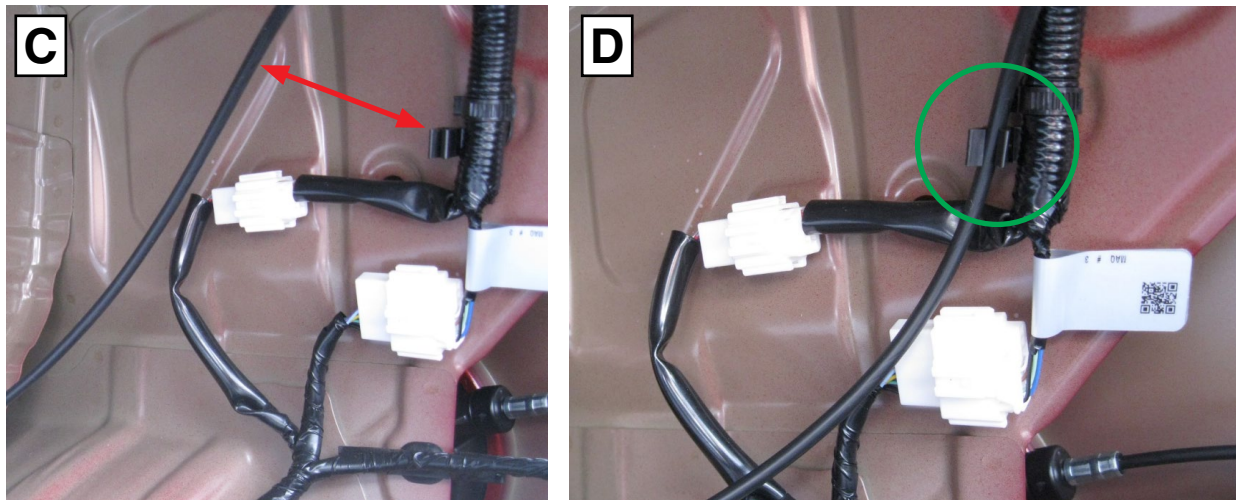
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Illustration and photo “B” show:

- New-style trunk cord with release cable retaining clamp
- Trunk cable (red) installed with new routing.

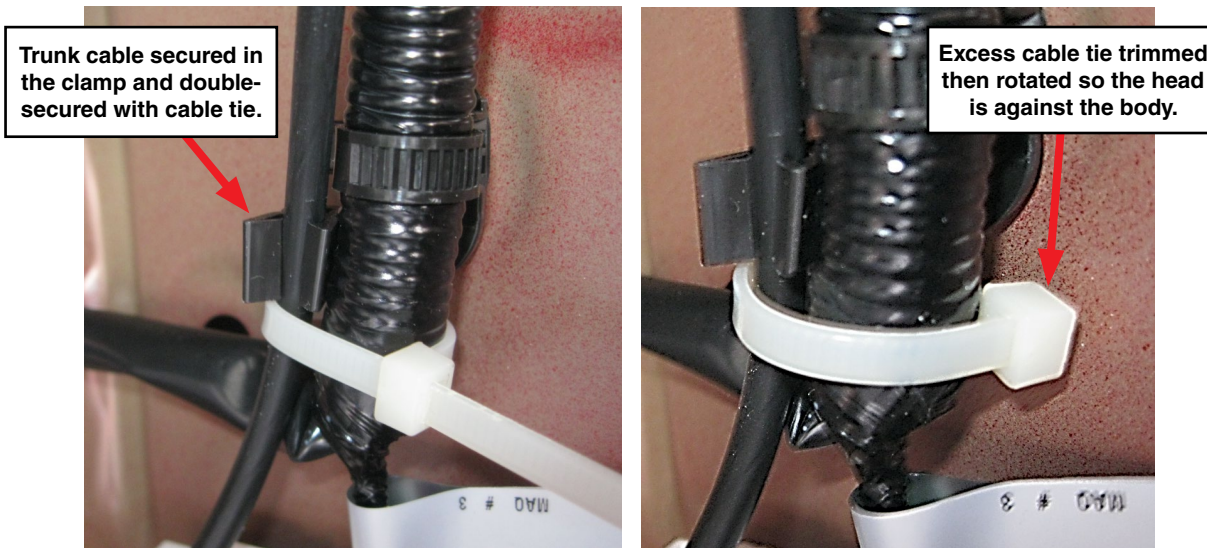


- If inspection reveals the trunk release cable has come loose from the retaining clamp of a vehicle equipped with the new-style deck lid cord (Photo C), clip it back into place and retest for proper operation before proceeding with cable replacement.



**VERY IMPORTANT:** The trunk release cable **MUST ALWAYS** be secured to the trunk lid cord **REGARDLESS** if a new or old-style cord (harness retaining clip has no cable retaining clamp) is being used. Use a medium-sized (8-10mm wide) cable tie placed at the trunk lid cord retaining clip and trim off the excess as shown below.

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- If securing the trunk release cable to an old-style trunk lid cord with a cable tie as shown above resolves the concern, neither the cable or the cord need replacement.
- If securing the cable does not resolve the concern and trunk release cable replacement is required, follow the procedure in the applicable Service Manual.

**REMINDER:** The trunk release cable **MUST** be secured to the trunk lid cord using a cable tie as shown above before reinstalling the trunk area inner trim.

- Re-assemble in reverse order and confirm proper operation to complete the procedure.

#### WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
TRUNK RELEASE CABLE, INSPECT / INSTALL TIE WRAP	B925-361	0.3	SIE-48
TRUNK RELEASE CABLE R&R / INSTALL TIE WRAP	C925-362	0.7	
TRUNK WIRE HARNESS R&R / INSTALL TIE WRAP	C925-363	0.5	

#### 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.