

- 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 INFORMATION BULLETIN

APPLICABILITY: 2008-2016MY Impreza (4-Dr and 5Dr)
 2008-2016MY Impreza (5Dr Only)
 2013-2018 Crosstrek
 2014-2018MY Forester
 2015-2018MY WRX and WRX STI
 2013-2018MY BRZ

NUMBER: 12-231-18R
DATE: 01/11/18
REVISED: 02/13/18

SUBJECT: Air Vent Grille Design Change

INTRODUCTION:

This bulletin announces a design change to the air vent grille located in the lower portion of the trunk (or cargo) area. The shutters of the vent grille are designed to open briefly and relieve cabin pressure when the doors are shut with the windows fully closed. The vent grilles have rubber “shutters” which occasionally, may catch on the frame (case) portion and not close properly allowing outside air / odor to enter the cabin.



PRODUCTION CHANGE INFORMATION:

The new vent grilles have been incorporated into production per the table below:

Model	Starting VIN	Date of Running Change
Impreza 5-Door**	J3717142	October, 2017
Crosstrek	J*241878	
Forester	J*493464	
WRX / WRX STI	J*818236	September, 2017
BRZ	J*600023	October, 2017

****NOTE:** 2017 and 2018MY Impreza 4-Door Models are not affected.

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<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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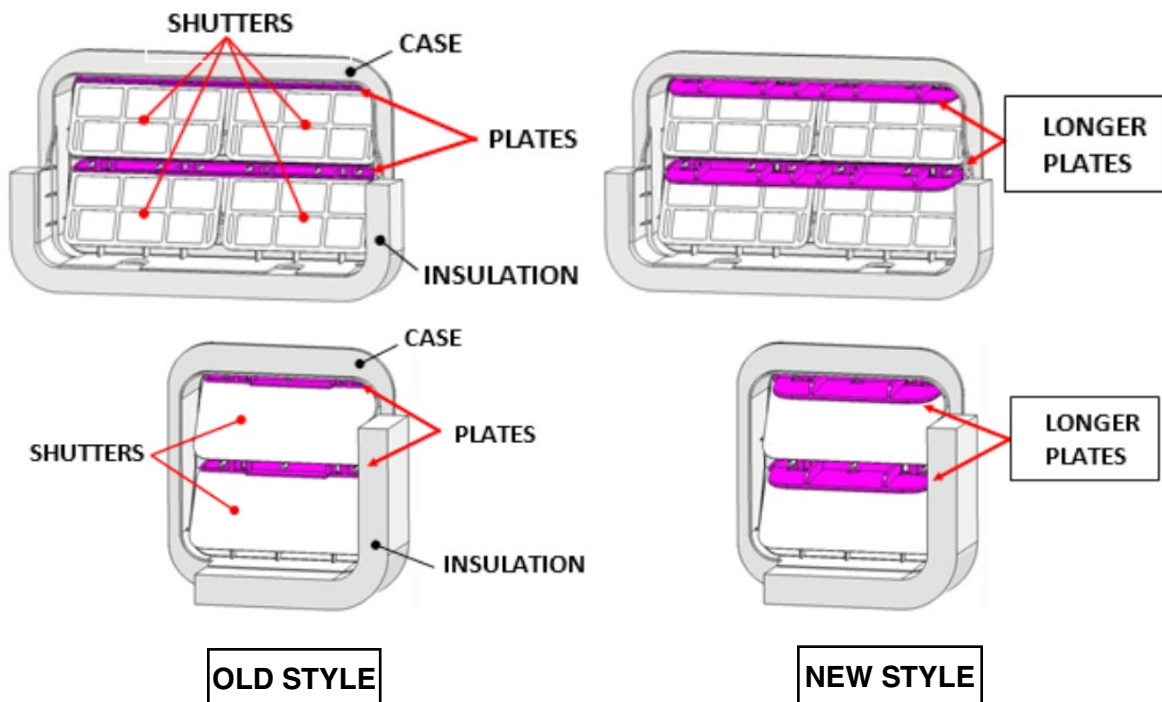
PART INFORMATION:

IMPORTANT NOTES:

- This table is provided as a reference only.
- Always order the most updated part numbers available according to the VIN of the vehicle being repaired.

Description	Part Number	Applicability	
GRILLE AIR VENT	72651AG031	2015-2017MY WRX, WRX STI	
		2008-2016MY Impreza 4-Door	
		2014-2018MY Forester (LH)	
			2009-2013MY Forester
	72651FG001	2008-2016MY Impreza 5-Door	
		2017MY Impreza 5-Door	
		2013-2017MY Crosstrek	
		2014-2018MY Forester (RH)	
			2009-2013MY Forester
72651CA001	2013-2018MY BRZ		

The new vent grilles have been redesigned with longer plate portions to prevent the shutters from becoming stuck open. Comparison images detailing both the Old and New-Style replacement parts are provided below.



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SERVICE PROCEDURE / INFORMATION:

If a customer has a concern of an intermittent odor inside the cabin, inspect the vent grille shutters for proper operation. Always confirm none of the vent grille shutters are stuck in the open position as shown in the example photo below.



This photo shows a shutter in the stuck open position.

Follow the procedure in the applicable Service Manual whenever vent grille replacement is 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 (All Models EXCEPT BRZ)	BRZ ONLY	Fail Code
CARGO AREA VENT GRILLE ASSY R&R ONE SIDE	A726-363	0.6	0.5	YNV-43
CARGO AREA VENT GRILLE ASSY R&R BOTH SIDES	A726-364	0.7	0.6	

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.