

ATTENTION:
GENERAL MANAGER ☐
PARTS MANAGER ☐
CLAIMS PERSONNEL ☐
SERVICE MANAGER ☐

IMPORTANT - All
Service Personnel
Should Read and
Initial in the boxes
provided, right.

©2018 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2008-2016MY Impreza
2013-2016MY Crosstrek

NUMBER: 12-232-18

DATE: 02/06/18

SUBJECT: Front Seat Back Upholstery Hooks- Design
Change

INTRODUCTION:

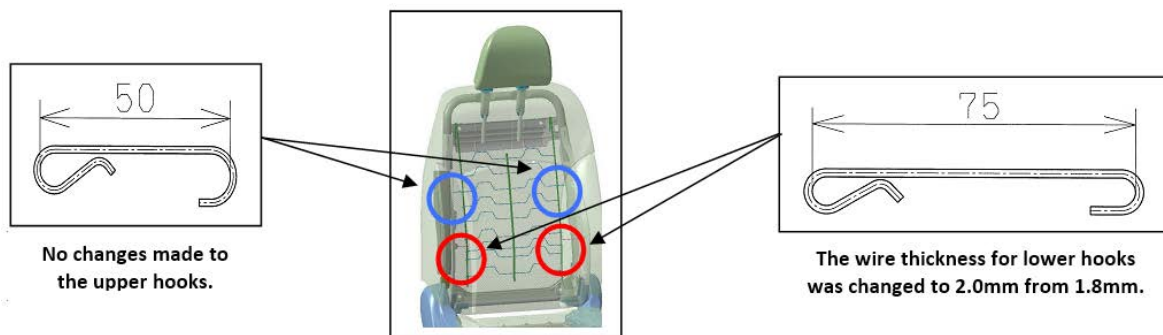
This bulletin announces a design change to the front seat back upholstery retaining hooks (HOOK FLAT MAT). The change is in response to customer concerns of discomfort coming from the center of the seat back and outside bolsters. When a hook fails, the center (flat) portion of the seat back drops inward from lack of support. If not repaired, with continued use, the seat back frame may break down the foam padding covering it. Eventually, the frame will likely wear through and damage the trim cover.

PRODUCTION CHANGE INFORMATION:

The new hooks were incorporated into production starting with **VIN H*263800**.

PART INFORMATION:

The part number for the hook set (HOOK FLAT MAT SET) is **64133FJ001**. The set consists of 2 upper and 2 lower hooks to repair 1 seat back assembly. The 4 hooks are replaced AS A SET.



Continued...

**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.

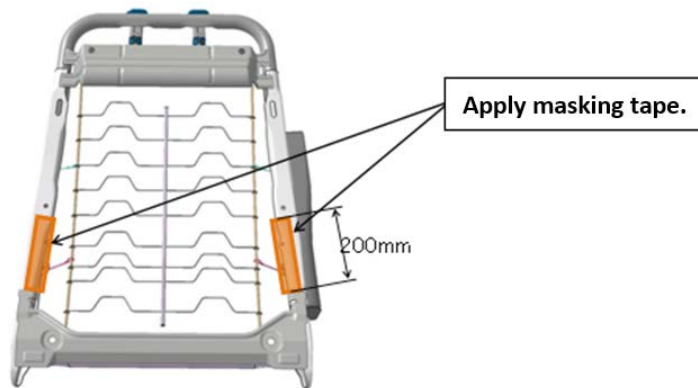
**Subaru of America, Inc. is
ISO 14001 Compliant**

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.

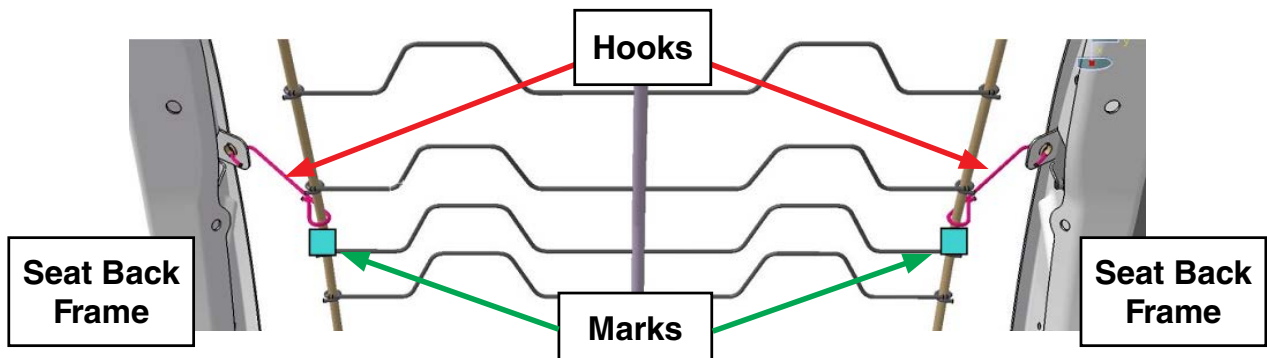
SERVICE PROCEDURE / INFORMATION:

NOTE: This is an “on-car” procedure which does **not** require the seat to be removed.

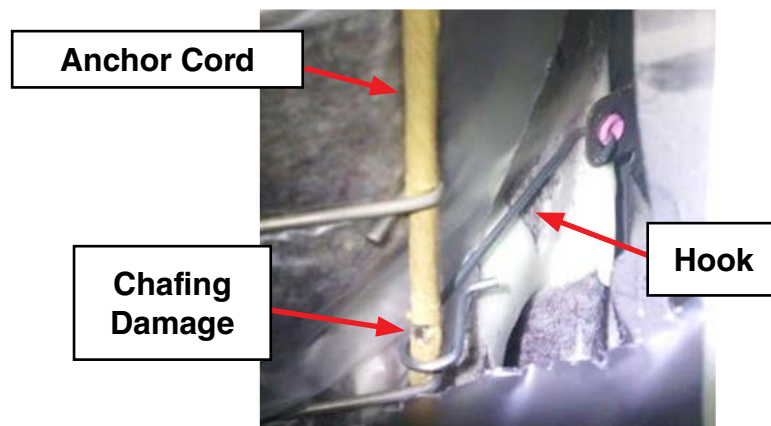
- Put the seat back in the full upright position.
- Unzip the zipper located at the bottom of the seat back trim cover.
- **CAREFULLY** work the seat cover upward as far as needed to gain access to inside the seat back where the hooks are located.
- **TIP:** Apply masking tape to the inner edges of the seat frame as shown in the illustration to avoid injury (cuts) from sharp edges on the seat back frame.



- Mark the locations (4) of the currently installed hooks for reference (only 2 are shown here).



- If the paper wrapping on either of the vertical “anchor cords” has been chaffed through by any of the hook(s), re-wrap the affected area(s) with electrical tape before installing the new hook(s).



Continued...

- Replace **ALL 4** of the hooks with the new parts as a SET. Make sure to get the top (shorter) and bottom (longer) hooks in their proper positions.
- Remove any protective masking tape from the seat frame then refit the seat back trim cover into position and close the zipper. Work out any wrinkles in the cover as necessary to complete the repair.

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
HOOK SET FRONT SEAT BACK R&R ONE SEAT	A913-651	0.2	YLJ-48
HOOK SET FRONT SEAT BACK R&R BOTH SEATS	A913-654	0.3	

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.