

**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:** 2017-2019MY Impreza  
 2018-2019MY Crosstrek

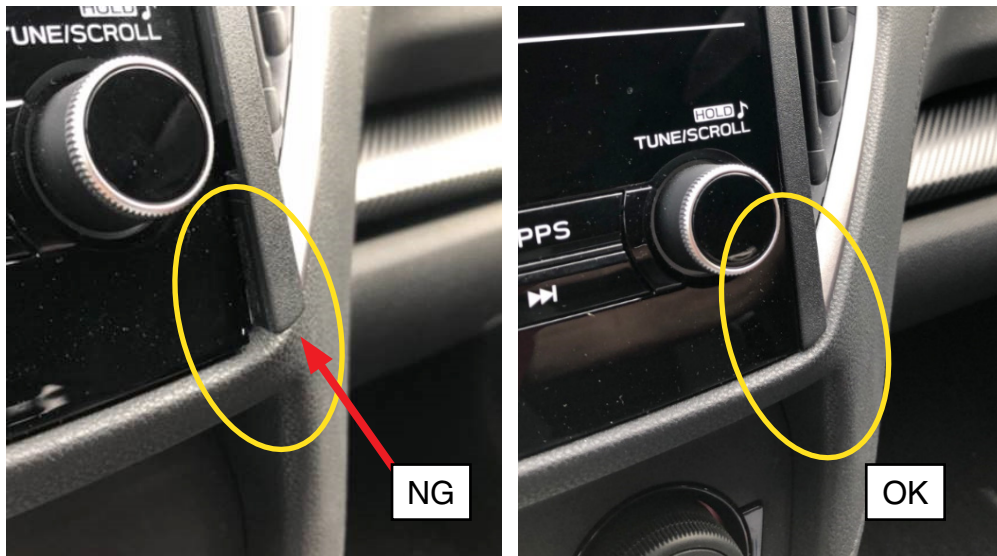
**NUMBER:** 10-89-18

**DATE:** 10-23-18

**SUBJECT:** Center Vent Grille Assembly- Improper Fit / Gap

**INTRODUCTION:**

This bulletin provides a procedure and precautions to use when addressing a customer concern of an improper fit or gap condition of the center vent grille assembly as shown in the comparison photos below.



**PRODUCTION CHANGE INFORMATION:**

The new procedure for vent grille installation was incorporated into production starting with VIN:

- Impreza 4-Door: **J3600807**
- Impreza 5-Door: **J3701944**
- Crosstrek: **TBD**

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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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## PART INFORMATION:

The part numbers for the vent grille assemblies are unchanged.

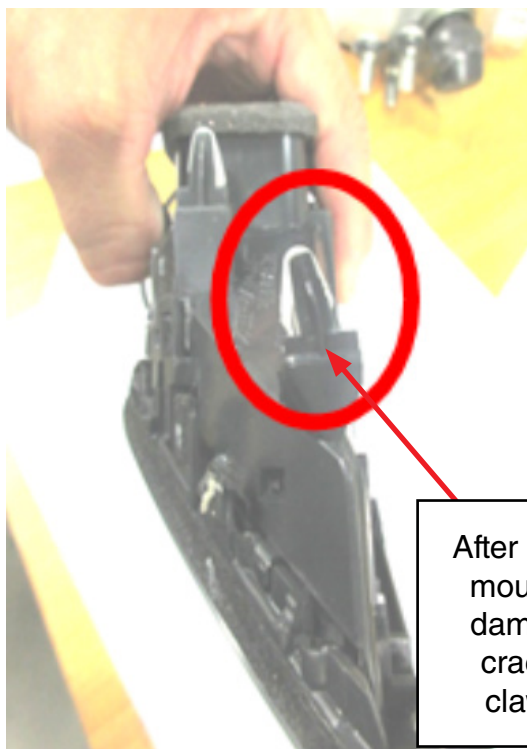
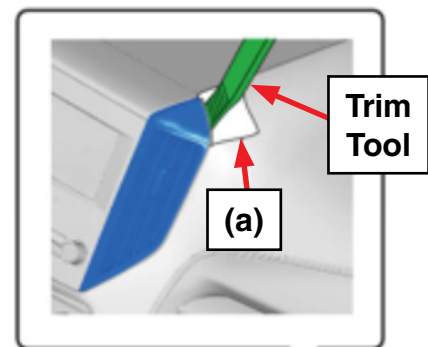
## SERVICE PROCEDURE / INFORMATION:

### REMINDERS:

- Customer satisfaction and retention starts with performing quality repairs.
- The service procedures for installing the vent grille assembly have changed. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.
- Whenever working with highly visible trim components, always take all the proper precautions to protect the surrounding surfaces from becoming scratched or damaged.

### REMOVAL:

After applying protective tape to the instrument panel (a), use a plastic trim tool to CAREFULLY release the retaining claws (four (4) per side) and remove the affected vent grille assembly.

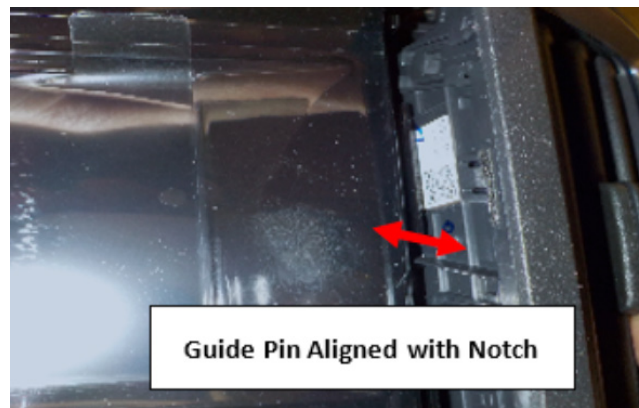
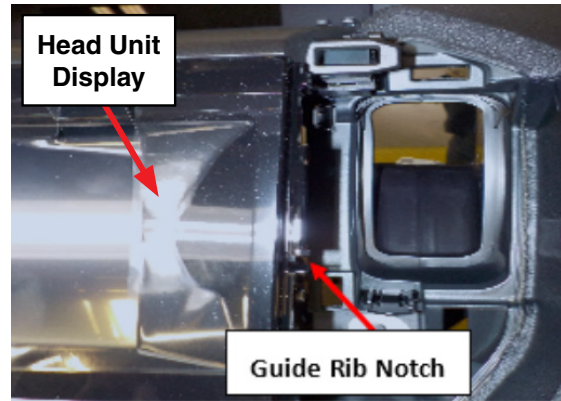


After removing the vent grille assembly, inspect the mounting tabs the claws clip onto closely for any damage. This photo shows a bent (and possibly cracked) tab. If any tabs are damaged and / or claws broken, the assembly must be replaced.

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## INSTALLATION:

The vent grille assembly has a guide rib on the inside (audio head unit side) of the housing as shown in the photo below. The guide rib must align with the guide rib notch which is on the corresponding side of the audio head unit. Once the two are properly aligned, **CAREFULLY** slide the vent grille assembly into position until seated in place. **NOTE: DO NOT** force it into position.



Once the vent grille assembly is in position the use both hands and press firmly down from **bottom to top** making sure it “clicks” into place. Insure there are no gaps as shown below. If the vent grille assembly still has a gap or does not feel like it is seating properly or binds as it is being installed, confirm the guide rib is properly aligned in the notch. Once alignment is confirmed, the vent grille assembly should slide into place normally.



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After installation is completed, always confirm airflow direction and volume from the vent grille can be adjusted smoothly and any adjustments made are maintained regardless of fan speed selected.

**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
CENTER VENT GRILLE R&R (ONE / BOTH)	A726-202	0.2	YBD02

**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.