

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: 2019MY Forester

NUMBER: 12-260-19

SUBJECT: Metallic Rattle / Chirping Sound from "A" Pillar Area

DATE: 04/18/19

INTRODUCTION:

This bulletin provides a procedure to address a small number of customer concerns regarding a metallic rattle or chirping -type sound heard coming from the top of the front "A" pillar area. The sound may originate from either side of the vehicle.

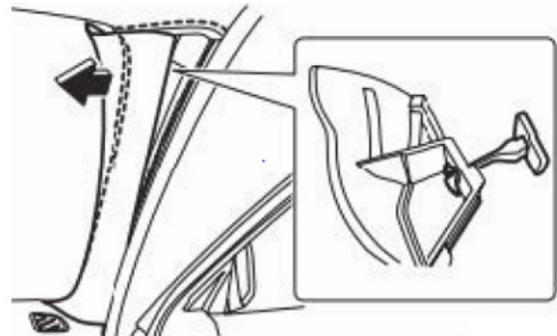
SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

1. After road testing to confirm the condition, **CAREFULLY** remove the "A" pillar and upper door trim from the affected side following the procedures in the applicable Service Manual.

NOTE: Although the images show the RIGHT side, the LEFT side of the vehicle may also experience the condition.

IMPORTANT: Whenever removing the "A" pillar trim, be **VERY CAREFUL** not to damage the upper trim retaining (tether) clip. The clip is located just below where the trim panel meets the head liner. If the tether clip becomes damaged, it **MUST** be replaced. The illustrations below show how to release the tether clip and remove the "A" pillar trim. It is **STRONGLY RECOMMENDED** to use the release tool (p.n. SOA635147) specifically designed for tether clip removal.



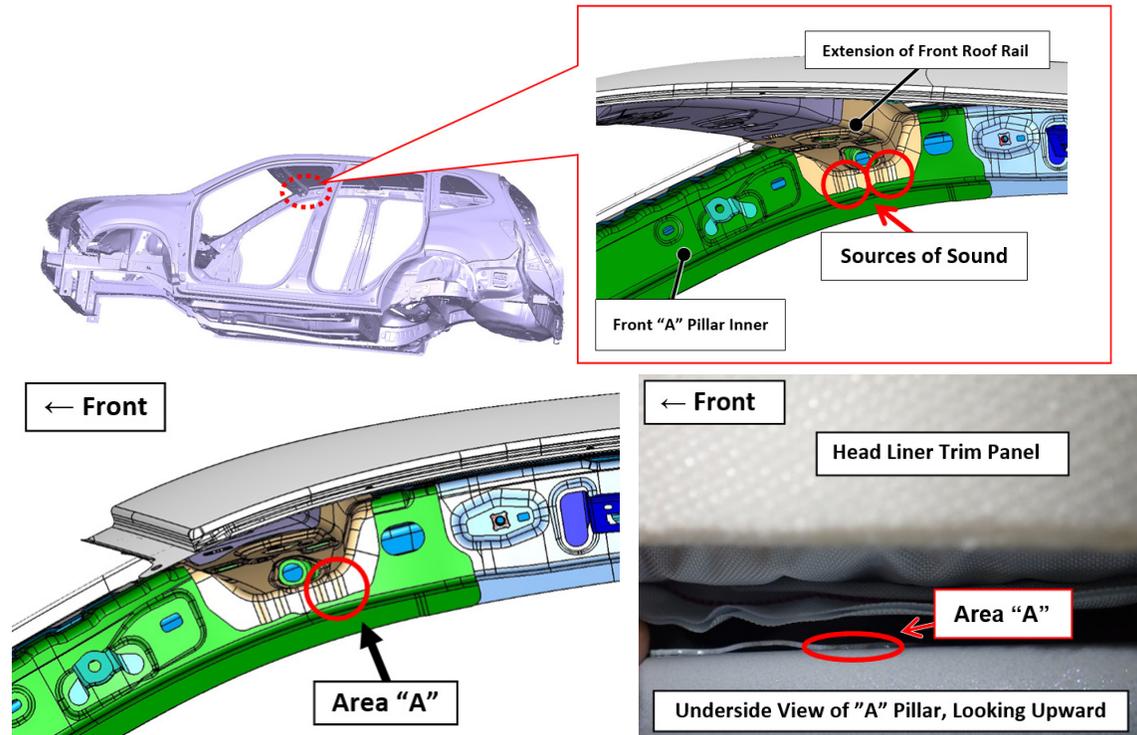
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

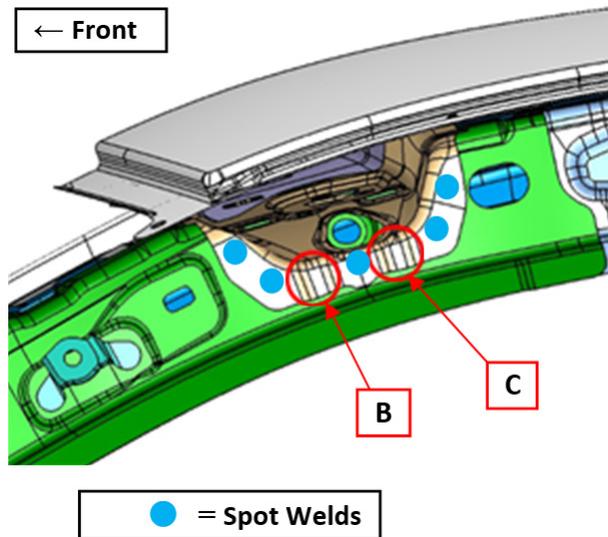
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ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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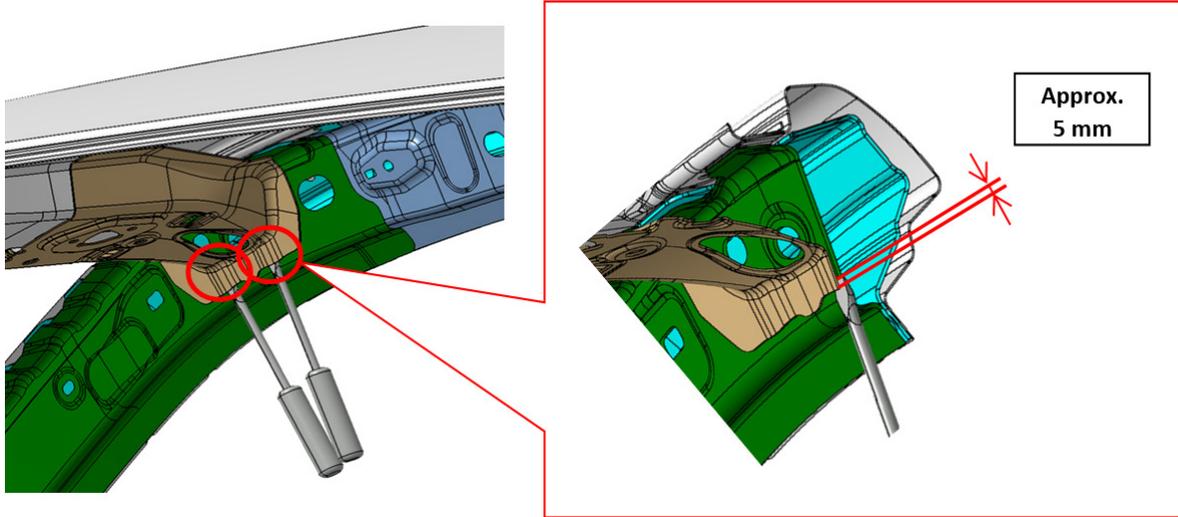


2. Using the images above, locate **Area "A"** where the front roof rail joins the "A" pillar and side roof rail.
3. Drive the vehicle and while either using a set of chassis ears / NVH tester, or a helper, press on the areas around with your fingers to see if the sound changes at all or if it can be eliminated.
4. If the sound can be changed, identify specific areas **B** and **C** and the spot welds as shown in the illustration below. If the sound cannot be changed, it is likely originating from another source.



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- For this step, a good quality, small flat-blade (“pocket” size) screw driver with a maximum blade width of 5.5mm and maximum thickness of 0.7mm will be required. **CAREFULLY** insert the screw driver blade approximately 5mm (after marking the blade with permanent marker or tape) in between the two layers of sheet metal as shown in BOTH areas “B” and “C” then move it back and forth to increase the gap. **IMPORTANT:** Do not open the gap any more than necessary to eliminate the sound while being careful to not damage any of the spot welds. Repeat this step again if the sound persists during the confirmation road test.



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 #	Fail Code	Labor Time
2019MY FORESTER R/SIDE 'A' PILLAR SOUND REPAIR	A900-611	OAW-25	0.7
2019MY FORESTER L/SIDE 'A' PILLAR SOUND REPAIR	A900-612	OAV-25	0.7
2019MY FORESTER BOTH SIDES 'A' PILLAR SOUND REPAIR	A900-614	OCI-25	0.9

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.