

- 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
SUBJECT: Rattling Sound from Front Door

NUMBER: 12-263-19
DATE: 05/13/19

INTRODUCTION:

This bulletin provides a procedure to address a rattling -type sound heard coming from the front door(s). In some cases, the plastic sensor plate mounted to the inner door panel may rattle against the steel structure. The service procedure involves removing the sensor plate and adding a section of self-adhesive EPT foam sealer to alleviate the condition. The EPT sealer is now included on the replacement sensor plate part and will also be incorporated into future production.

PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with the production change information when it becomes available.

PART INFORMATION:

Package of EPT Foam Sealer (Tape), 3/8” wide by 3/16” thick available at most home improvement and / or hardware stores.

Description	Part Number	Application
PLATE- SENSOR	98233SJ011	Front Door, LEFT Side
	98233SJ021	Front Door, RIGHT Side



NOTE: The PLATE-SENSOR part number information above is provided in case plate replacement is needed. The proper service procedure for this repair involves adding a piece of the EPT foam sealer to the existing plate to alleviate the rattling sound.

REMINDER: If plate replacement is necessary, always order the most up-to-date replacement parts based on the specific VIN being repaired.

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

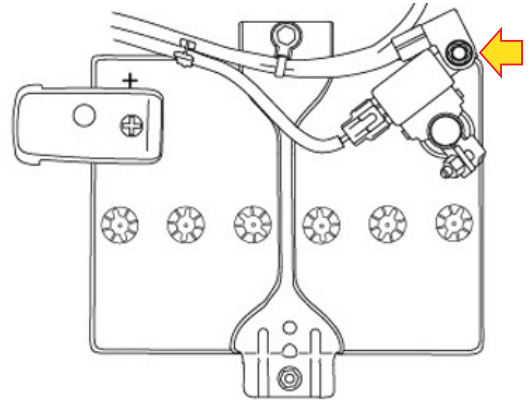
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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SERVICE PROCEDURE / INFORMATION:

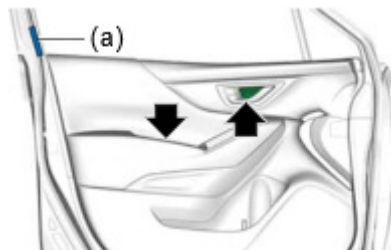
REMINDER: Customer satisfaction and retention starts with performing quality repairs. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time 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.

Step 1: After confirming the customer's concern, record the customer's radio station presets (and Navigation favorites where applicable) then disconnect the negative (ground) cable from the battery sensor. Wait 1 minute before proceeding.



Step 2: **CAREFULLY** remove the front door trim panel following the procedure supplied below. **REMINDER:** Always take all precautions to protect the surfaces of these highly-visible trim components and be sure to store in a safe place while removed.

1. Apply protective (e.g. electrical) tape (a) to the edge of the door / window frame to protect the finish.
2. Remove the retaining screw then use a plastic trim tool to **CAREFULLY** remove the inner door handle cover.
3. Open the hand cup cover on the armrest and remove the retaining screw.



4. **CAREFULLY** release the 10 retaining clips and remove the door trim panel.
NOTE: Any damaged clips **MUST** be replaced before reinstalling the door trim panel.

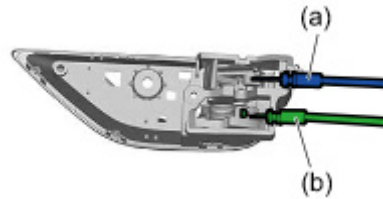


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5. Remove the door lock and door latch cables from the inner door handle.

(a) Door Lock cable

(b) Door Latch cable

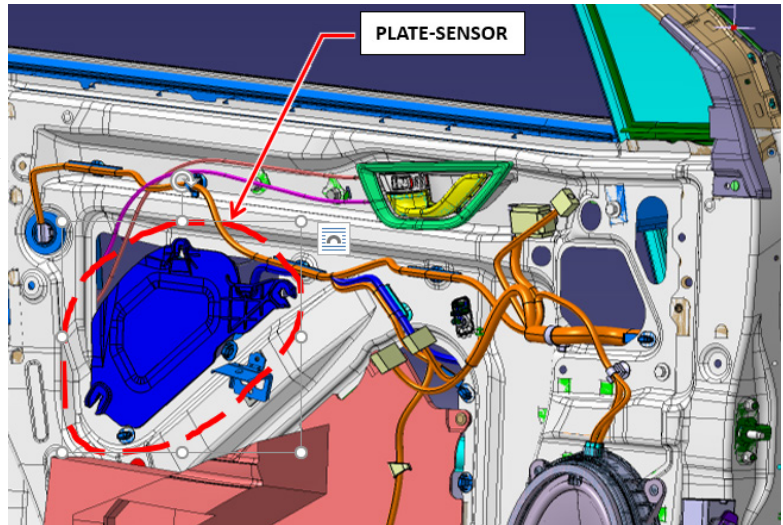


6. Disconnect the wiring harness connectors and set the trim panel aside in a safe place.

Step 3: CAREFULLY remove the vapor barrier from the inner door structure *only as much as necessary* to access and remove the PLATE-SENSOR as shown here in the illustration.

Step 4: CAREFULLY remove the PLATE-SENSOR from the inner door structure using a trim clip removal tool. **NOTE:** Any damaged retaining clips MUST be replaced before reinstallation.

Step 5: Cut a piece of the EPT foam sealer 1-3/16" long (30mm).



Step 6: Using the photos provided below as a guide for positioning, clean the area on the back face (ribbed side) of the PLATE-SENSOR where the sealer is to be applied with a mild solvent on a clean shop. Dry the area thoroughly.

PLATE DR (Front Face)

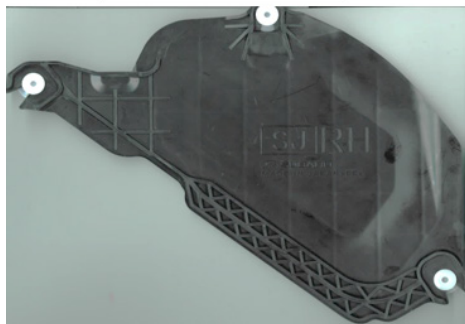
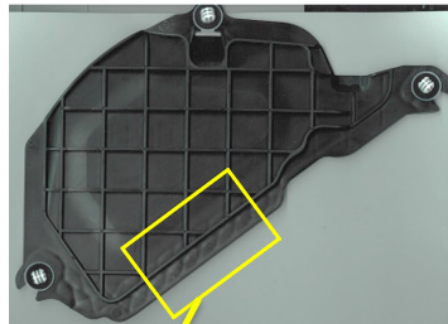
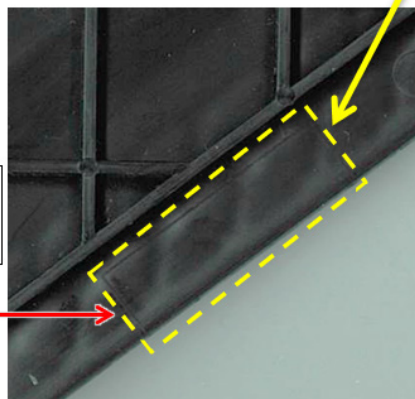


PLATE DR (Back Face)



Foam Sealer Application Area



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Step 7: Peel and apply the EPT foam sealer to the PLATE-SENSOR as shown above.

Step 8: Reinstall the PLATE-SENSOR to the door structure.

Step 9: **CAREFULLY** reinstall the vapor barrier and door trim panel in reverse order of removal.
REMINDER: Any damaged clips **MUST** be replaced before reinstalling the PLATE-SENSOR or door trim panel.

Step 10: Reconnect the battery ground cable, torque the nut to 7.5 Nm (5.5 ft. lbs. or 66 inch-lbs.) and road test the vehicle to confirm the repair.

Step 11: IMPORTANT REMINDER: Whenever the battery is disconnected (or an applicable power window switch replaced), the power window initialization procedure must be performed to restore proper auto-up / down functionality.

Step 12: Reset the customer's radio station presets (and Navigation favorites where applicable) to complete the procedure.

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
2019MY FORESTER FRONT DOOR RATTLE REPAIR- ONE SIDE	A912-361	0.4	WBK-48
2019MY FORESTER FRONT DOOR RATTLE REPAIR- BOTH SIDES	A912-364	0.7	

NOTE: Up to \$1.00 can be claimed in Sublet to cover the cost of the EPT foam sealer.

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.