

**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:** 2017-20MY Impreza  
2018-20MY Crosstrek

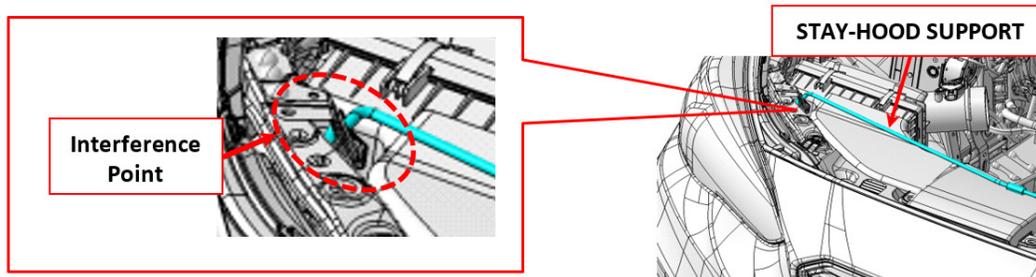
**NUMBER:** 12-283-20

**DATE:** 03/24/20

**SUBJECT:** Hood Stay Support / Prop Rod- Design Change

**INTRODUCTION:**

This bulletin announces a design change made to the hood stay support (a.k.a. prop rod). The change prevents a vibration sound resulting from contact with adjacent under-hood components.



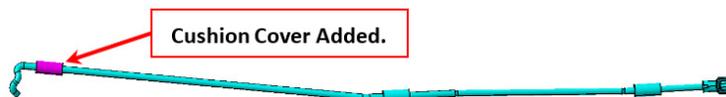
**PRODUCTION CHANGE INFORMATION:**

The new stay support was incorporated into production starting with the VINs as listed below:

Model	Starting VIN
Impreza 4-Door	L3607788
Impreza 5-Door	L3716226
Crosstrek	LH229547

**PART INFORMATION:**

A section of cushion was added as shown below to eliminate the source of the vibration sound.



The part number for the new stay support is: **57251FL001**.

**REMINDER:** Always order the most up-to-date replacement parts based on the specific VIN being repaired.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></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;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></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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**SERVICE PROCEDURE / INFORMATION:**

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

The service procedures for hood stay replacement remain unchanged. 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.

**WARRANTY / CLAIM INFORMATION:**

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
HOOD STAY ROD R&R	A915-131	0.2	XIN-48

**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.

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