

**ATTENTION:**

- GENERAL MANAGER
- PARTS MANAGER
- CLAIMS PERSONNEL
- SERVICE MANAGER

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


© 2020 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

**SERVICE BULLETIN**

**APPLICABILITY:** 2017-20MY Impreza  
 2018-20MY Crosstrek  
 2019-20MY Forester  
 2015-20MY WRX  
 2019-20MY Ascent

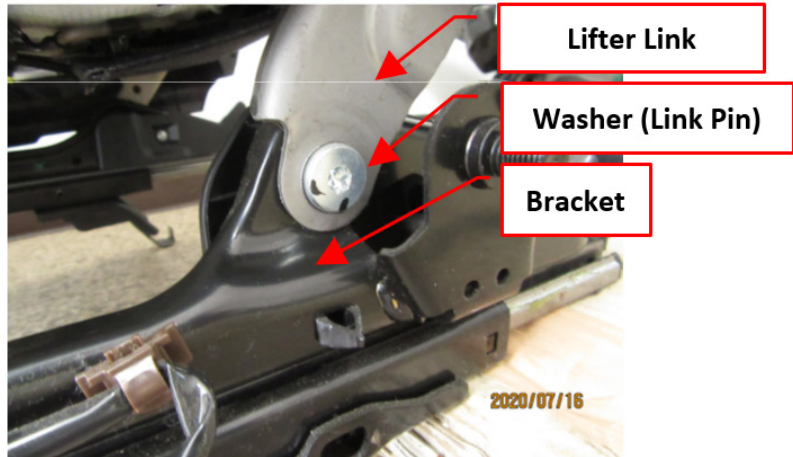
**NUMBER:** 12-306-20R

**DATE:** 12/07/20

**SUBJECT:** Front Seat Squeaking Sound

**INTRODUCTION:**

This bulletin provides a repair procedure to address a squeaking sound coming from the backrest hinge area of the front seats. The procedure applies to both manually and power operated seat assemblies. The sound is heard when the seat lifter mechanism is set to its lowest point. When in the lowest position, the lifter links as shown below may interfere with the brackets below them creating the squeaking sound. For production vehicles, new washers (link pins) have been incorporated to prevent the sound.



**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.

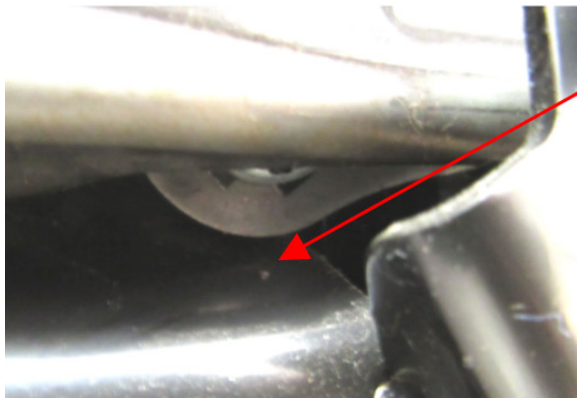
Subaru of America, Inc. is ISO 14001 Compliant

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.

*Continued...*



**When the Lifter is at the top position, there is space between the Lifter and the Bracket.**



**When the Lifter is at the bottom (lowest) position, there is only a very small gap between the Lifter and the Bracket. In some cases, there may be a small “witness mark” created by the contact usable as a guide for where grease must be applied.**

#### **PRODUCTION CHANGE INFORMATION:**

This bulletin will be revised with starting VIN information when it becomes available.

#### **SERVICE PROCEDURE / INFORMATION:**

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

**NOTE:** See TSB **12-203-16R** for additional information regarding a seat squeaking sound from this area.

The service procedures for seat assembly R&R remain unchanged. A detailed repair procedure is also provided here. As previously stated, this procedure is applicable to both manually and power operated seat assemblies. Always refer to the applicable Service Manual and review the full requirements of the repair being performed and each step as listed below. The Service Manual procedures contain information critical to performing an effective repair the first time, 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.

*Continued...*

- 1) Remove the headrest from the seat assembly and set aside in a safe place.
- 2) Position the seat lifter to the top (highest) position.
- 3) Remove the seat assembly from the vehicle. **IMPORTANT:** Always the door opening sill trims with a fender cover or equivalent for protection whenever removing or reinstalling the seat assembly.
- 4) **CAREFULLY** remove the seat hinge cover trim following the procedure in the applicable Service Manual.
- 5) Thoroughly clean both the outer AND inner area(s) where the lifter may be contacting the bracket causing the sound. Use a mild solvent on a clean shop cloth and thoroughly dry the area before applying grease.
- 6) Apply Conoco-Phillips Red Grease #2 (or a suitable **Silicone-Free** equivalent) to the area shown below on both the outer AND inner contact points.
- 7) **CAREFULLY** reinstall the hinge cover.
- 8) Reinstall the seat assembly in reverse order and re-torque the related fasteners to specification.
- 9) Operate the seat lifter several times up and down.
- 10) Reinstall the headrest.
- 11) Confirm the sound has been eliminated 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
ONE FRONT SEAT SQUEAK REPAIR	A913-453	0.5	YPN-25
BOTH FRONT SEATS SQUEAK REPAIR	A913-464	0.9	

**NOTE:** Up to \$1.00 can be claimed in Sublet to cover the cost of the grease.

#### 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.

*Continued...*