

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: 2012-2013MY Impreza 2.0 Models
 2013MY XV Crosstrek

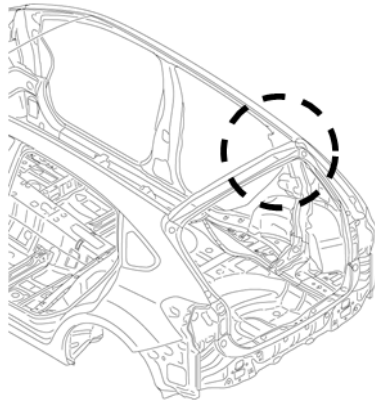
NUMBER: 12-221-17

DATE: 07/14/17

SUBJECT: Body Creak Sound from Right Upper Corner of Rear Gate Opening

INTRODUCTION:

This bulletin outlines a procedure for addressing customer concerns of a creaking sound isolated to the upper right corner of the rear gate area on the models listed above. Over time, repeated twisting motions of the vehicle body may cause the overlapping layers of sheet metal in the affected area shown in the images below to come in contact and generate a creaking-type sound.



PRODUCTION CHANGE INFORMATION:

A production change was made November 20, 2012, after VIN **D*819916** to the body structure increasing the clearance between the layers of steel.

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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.

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.

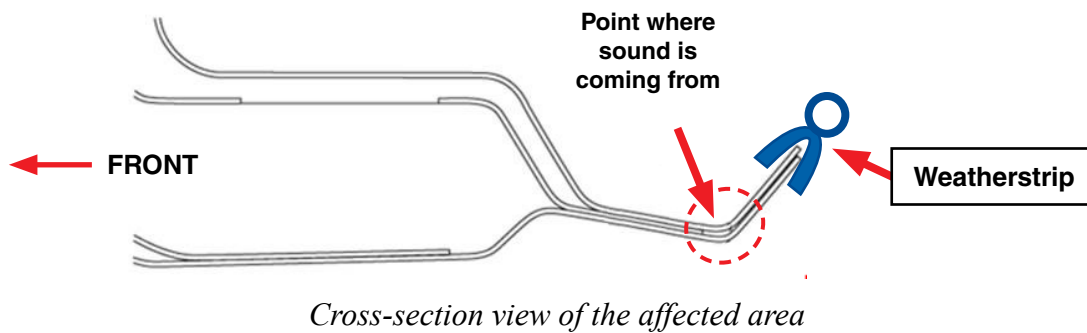
PART INFORMATION:

Castle Products “Endura” is a penetrating spray grease product available through their network of local distributors. To find your closest local distributor, go to: <http://www.castlepackpower.com> or call: 1-800-876-0222.



SERVICE PROCEDURE / INFORMATION:

- Using a set of chassis ears, confirm the sound is coming from the referenced area.
- **CAREFULLY** remove the inner trim panel and rear gate weatherstrip for access.



- Separate the layers of sheet metal as shown below.



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- After separating the layers of sheet metal, SPARINGLY apply a SMALL amount of the Endura penetrating grease into any newly-created gap using the aerosol applicator tube to be more precise and eliminate any overspray.



- Reassemble the trim and weatherstrip in reverse order then road test to confirm 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
2012-13MY IMPREXA / XV REAR GATE OPENING CREAK SOUND REPAIR	A900-621	1.1	OCF-20

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.