

- 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:** 2015-2017MY WRX STI

**NUMBER:** 12-222-17R

**SUBJECT:** Creaking Sound from Right Rear Seat Cushion Area

**DATE:** 07/28/17

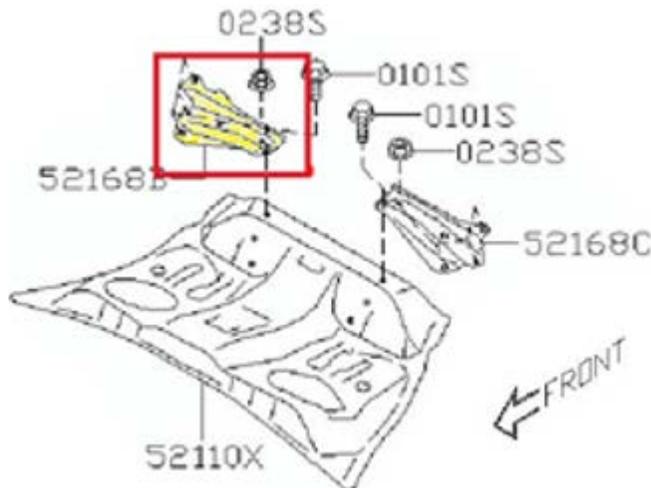
**REVISED:** 07/31/17

### INTRODUCTION:

This bulletin announces availability of a redesigned stay (reinforcement) to address isolated customer concerns of a creaking-type sound from the r/rear seat cushion / backrest hinge area. The sound occurs when the stay contacts the backrest hinge assembly and can be heard when going over bumps and / or making a left turn when body twist is induced. The new part has extra clearance added to eliminate the contact.

### PRODUCTION CHANGE INFORMATION:

The new stay was incorporated into production starting with VIN H\*821880.



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

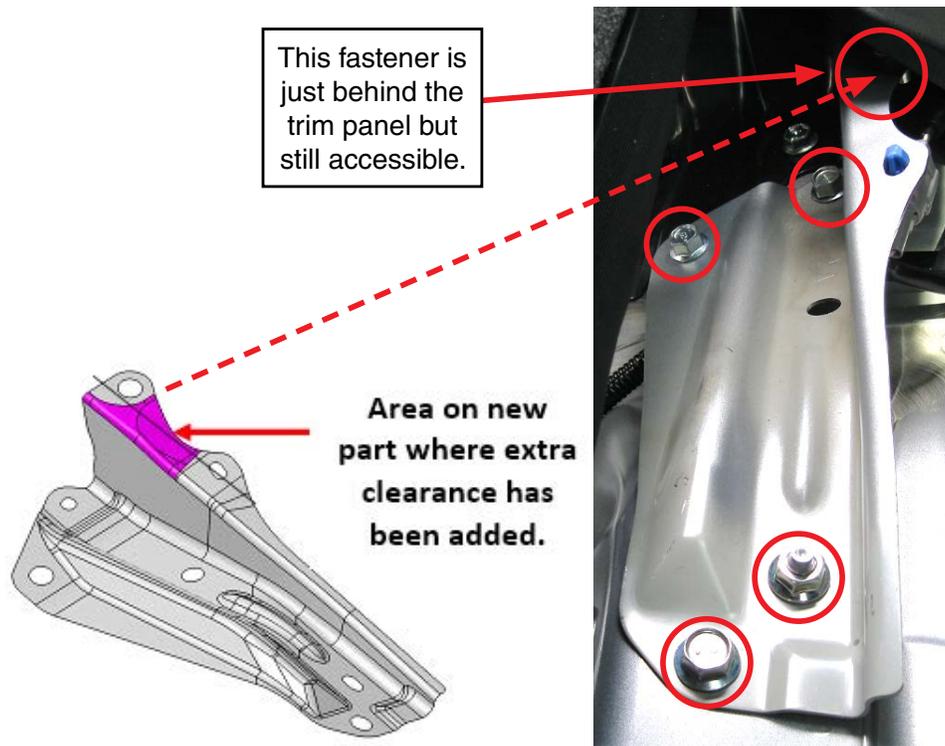
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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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.

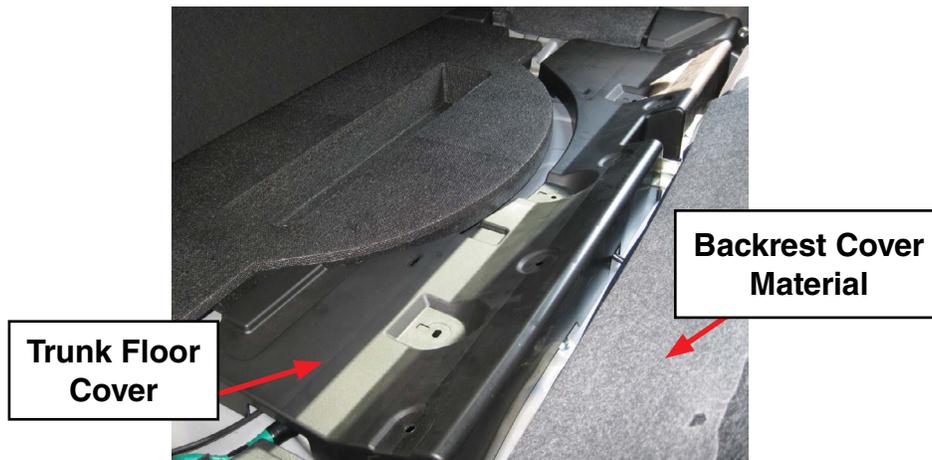
## PART INFORMATION:

The new stay part number is **52168VA0019P**. The illustrations and photo show the stay's location in the right rear floor section under the rear seat, fastener placement and the change to the new part.



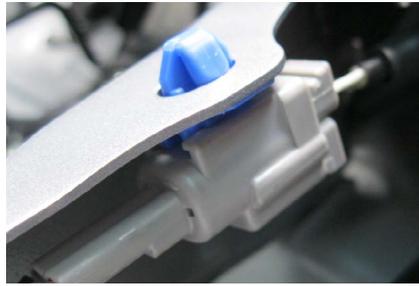
## SERVICE PROCEDURE / INFORMATION:

- Remove the rear seat cushion following the procedure in the applicable Service Manual.
- Using a trim clip tool, **CAREFULLY** remove the 4 retaining clips securing the backrest cover material then remove the trunk floor cover (3 clips) ahead of the spare tire well.



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- **CAREFULLY** disengage the rear wheel speed sensor harness connector clip from the stay.



- Loosen the 5 fasteners then remove and discard the original r/rear stay.
- After the stay is removed, closely inspect the backrest hinge for any burrs as shown in the photo. If any are found, they must be removed with a file. Clean and dry any bare metal spots created with a mild solvent on a clean shop cloth. Always treat any exposed bare metal spots created with a generic touch-up paint or self-etching primer to prevent rust.



**Shows a burr on the hinge (stay removed).**

- Install the new stay and torque all 5 fasteners to 21.5-22 Nm (16 ft. lbs.).
- Reassemble in reverse order of removal.
- 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
STI R/H REAR SEAT CREAK SOUND REPAIR	A900-520	0.6	OCG-20

**NOTE:** Up to \$2.00 can be claimed in Sublet to cover the cost of touch-up paint when required.

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**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.