

- 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: 2015-20MY Legacy and Outback
 2012-19MY Impreza
 2013-19MY Crosstrek
 2013-19MY Forester
 2015-20MY WRX and STI
 2019-20MY Ascent

NUMBER: 12-203-16R
DATE: 07/14/16
REVISED: 08/04/21

SUBJECT: Squeaking Sound from Front Seat Buckle

INTRODUCTION:

This bulletin provides a procedure to address customer concerns of a squeaking sound originating from where the front seat belt buckle assembly attaches to the seat frame. A design change was made to the wave washer used at the attachment point to eliminate the sound. The sound can be heard when moving the buckle assembly side to side.

PRODUCTION CHANGE INFORMATION:

The new wave washer was incorporated into production during per the table below.

Model	Starting VIN
Legacy and Outback	TBD
Crosstrek	LG236257
Forester	LH502217
WRX	L9812508
Ascent	TBD

PART INFORMATION:

Description	Part Number	Application
Spring Wave Washer	64168FL000	Impreza (2012-17MY), Crosstrek, WRX, STI and Forester
	64168FL00A	Impreza 2017 & later, Legacy, Outback and Ascent

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



OLD Wave Washer



NEW Spring Wave Washer

The 3 “tang” seen on the inside of the **OLD** wave washer have been deleted. The new washer also has a goldish-color flurocarbon resin coating. The inside diameter of the **NEW** spring wave washer has been decreased and a small felt added to allow the washer to turn smoother with the buckle and have a better fit on the shoulder portion of the retaining bolt.

SERVICE PROCEDURE / INFORMATION:

VERY IMPORTANT: Before proceeding with this repair, always follow all of the applicable precautions whenever working with the Airbag and / or Occupant Detection Systems.

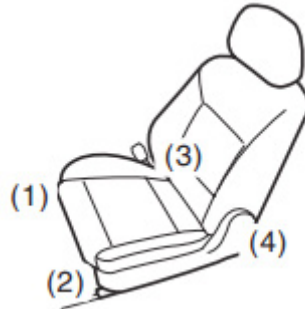
- After confirming the customer concern and isolating the squeaking sound to the seat belt buckle bolt / washer, remove the affected front seat assembly to gain access following the procedure in the applicable Service Manual.
- Remove the retaining nut, seat belt buckle assembly and old wave washer from the seat frame.
- Inspect the area where the old wave washer was for any roughness and if found, carefully smooth the area with either a small flat file and / or sandpaper as necessary.
- **Prepare the application grease. Measure a 2x15mm length of ConocoPhillips Multiplex Red #2 (000041000) or equivalent. Confirm the grease used is silicone free and has a lithium soap based thickener. Divide this measurement into three portions to be applied on the three sections outlined in the next step.**
- Apply the grease to both sides of the new spring wave washer, the shouldered portion of the seat belt buckle mounting bolt (stud), **and the inner portion of the belt buckle stopper.** DO NOT apply grease to the bolt threads.
- Install the new spring wave washer onto the groove in the shouldered portion of the mounting bolt as shown below. The felt portion should be at about the 6:00 position (pointing down).



Shouldered Portion

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- **IMPORTANT: CAREFULLY** reinstall the seat belt buckle assembly onto the shouldered portion against the wave washer and hold it firmly in place while tightening the retaining nut.
- Torque the retaining nut to 38 Nm (28 ft. lbs.) and confirm the seat belt buckle assembly moves freely. If the buckle assembly feels like it is binding, make sure the spring wave washer and / or buckle assembly did not come off the shouldered portion of the mounting bolt while the retaining nut was being tightened. If the spring wave washer came off, it most likely was pinched and damaged, requiring replacement. **DO NOT** try to straighten / reuse it.
- Reinstall the seat assembly in reverse order of removal.
- **IMPORTANT:** Torque the four (4) seat assembly retaining bolts to 53 Nm (39 ft. lbs.) using the sequence shown in the illustration below.



- Road test the vehicle to confirm the repair along with proper operation of the Airbag and Occupant Detection System warning lamps.

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 INNER FRONT SEAT BELT BUCKLE SQUEAK REPAIR	A913-983	0.3	YNZ-25
BOTH INNER FRONT SEAT BELT BUCKLES SQUEAK REPAIR	A913-984	0.5	

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.