

- 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: 2019-24MY Forester

NUMBER: 12-255-24R

SUBJECT: Knocking Type Sound from Engine Compartment

DATE: 09/19/24

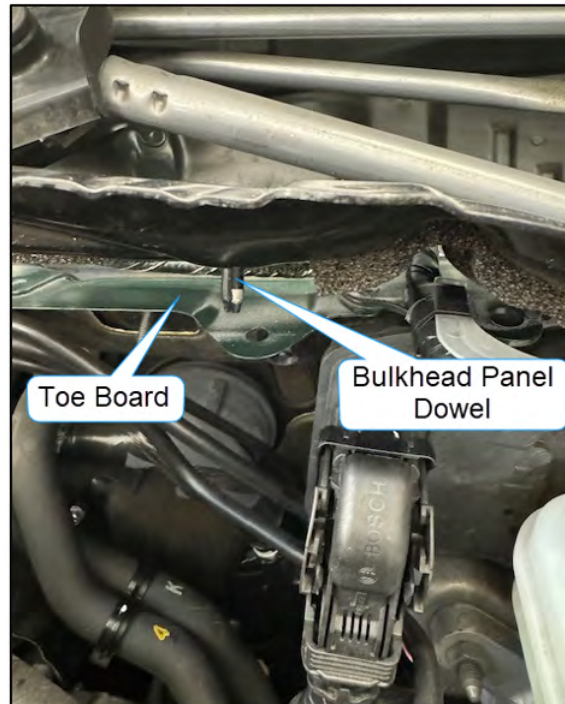
REVISED: 09/30/24

INTRODUCTION:

This bulletin announces the repair procedure developed to address cases of a knocking type sound emitting from the engine compartment. The front bulkhead panel dowel on the driver side can rub against the toe board causing a knocking sound when driving over small bumps. If this knocking sound from the engine compartment is duplicated, follow the service procedures outlined in this bulletin.

A sample of the sound can be heard in the video provided in the link below.

[Sample Link Video](#)



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

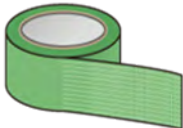





Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment,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

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REQUIRED TOOLS & MATERIALS:

Tool Description	Image	Details
3M 401 Masking Tape (or equivalent)		To function as a drill guide and holding the bottle cap to the body of the vehicle.
Bottle Cap		For catching grinding material.
90° Angle Mini Air Die Grinder		For expanding dowel hole.
1/4" Shank 1" Flute Radius End Carbide Burr		For expanding dowel hole.
Metric Ruler		For Confirming dowel hole size.
Touch-up Paint (Does not have to be exact match)		For sealing the expanded area.

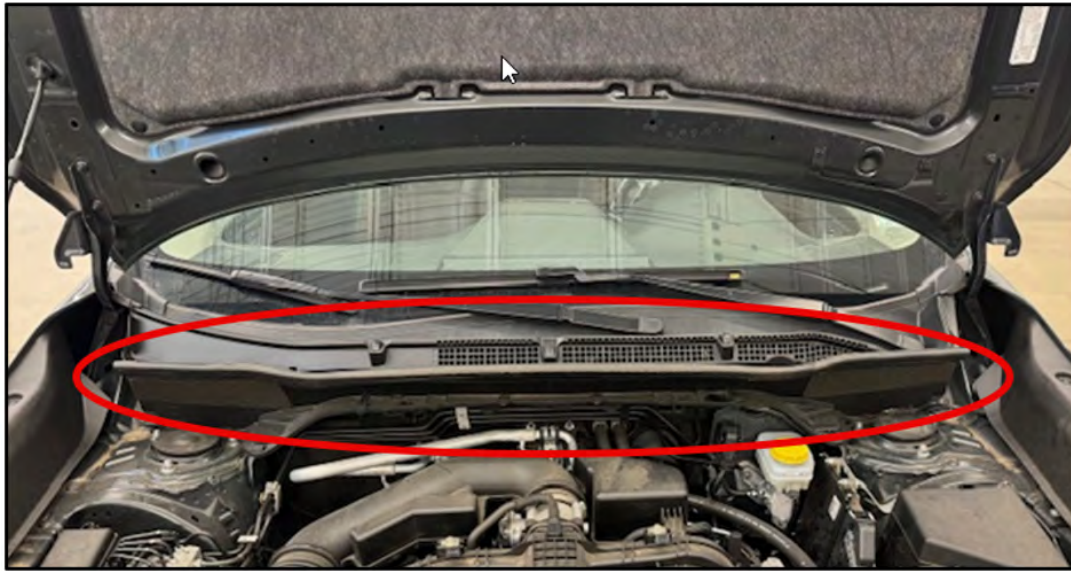
PART INFORMATION:

Part Description	Part Number	Quantity
CAP-COWL PANEL, UPPER	91486KJ010	As Needed
CAP-COWL PANEL, LOWER	91486FL020	

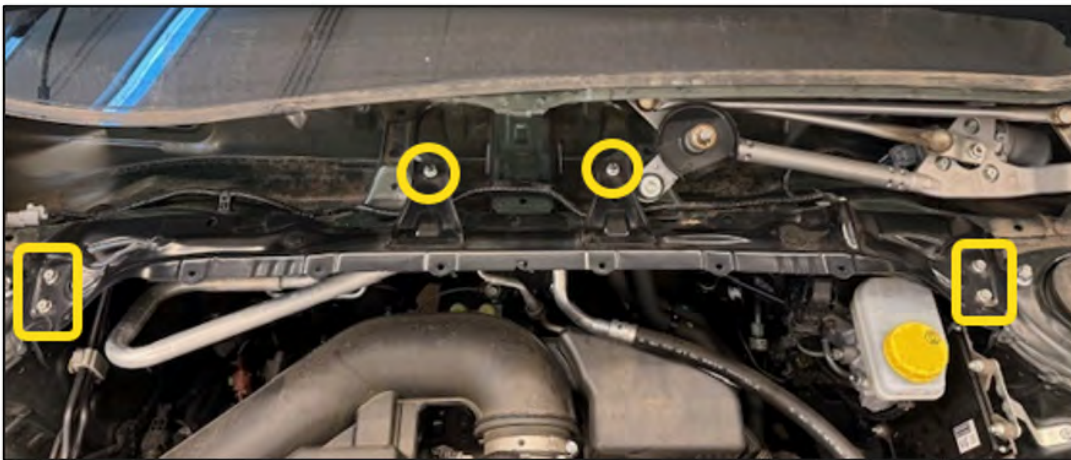
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SERVICE PROCEDURE / INFORMATION:

STEP 1: Remove the front cowl assembly as per the applicable Service Manual. Refer to STIS: EXTERIOR/INTERIOR TRIM > Cowl Panel

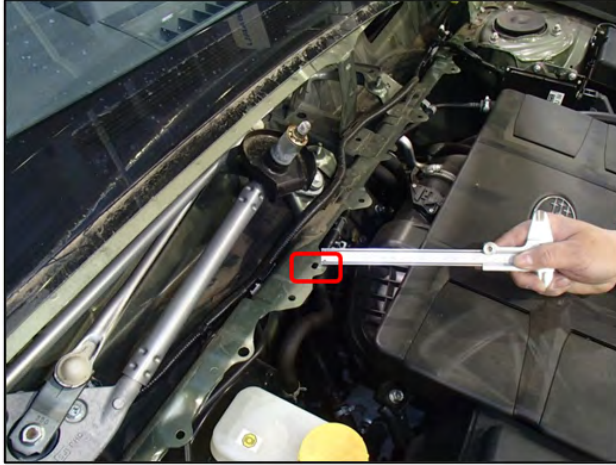


STEP 2: Remove the two nuts and four bolts mounting the front bulkhead panel to the toe board. The front bulkhead panel can then be removed from the vehicle.

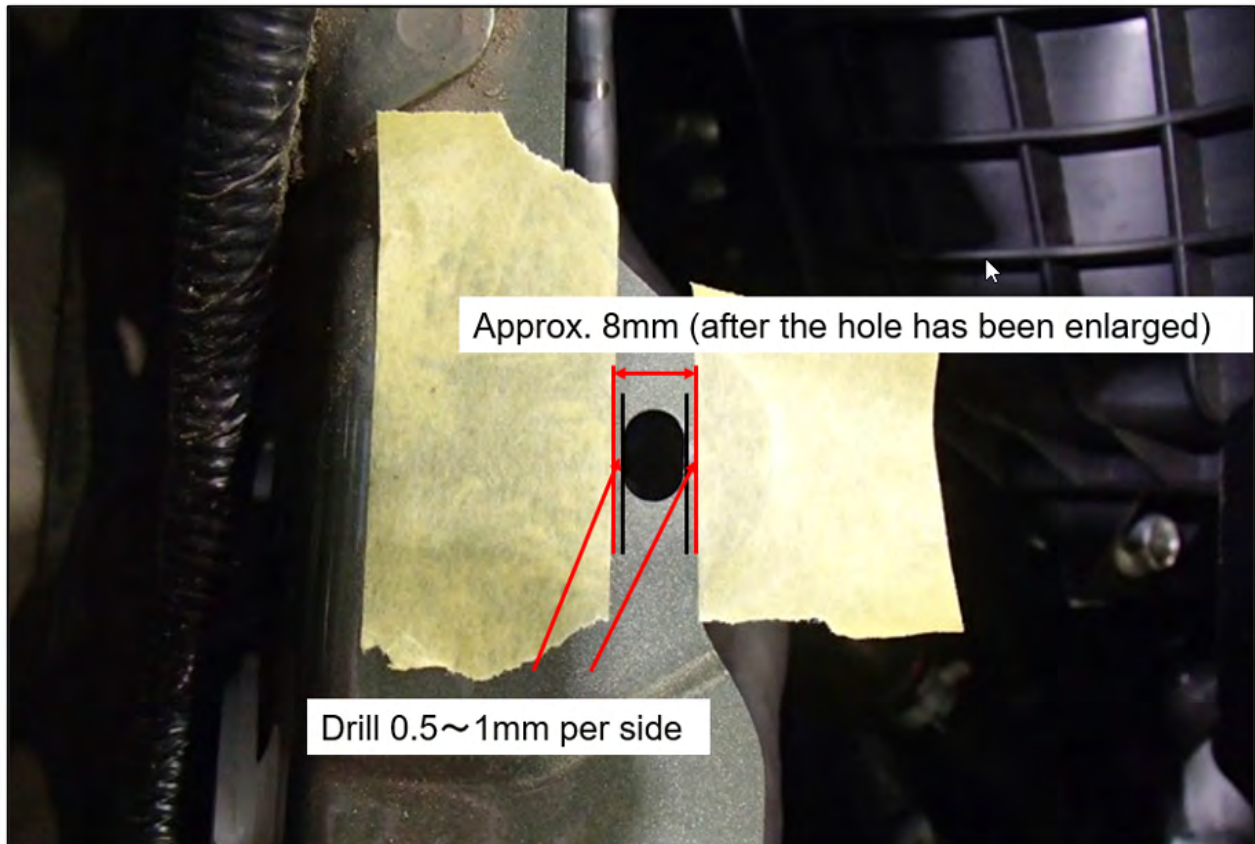


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STEP 3: Locate the elongated dowel hole on the passenger side. This is the receiving hole for the passenger side dowel pin.



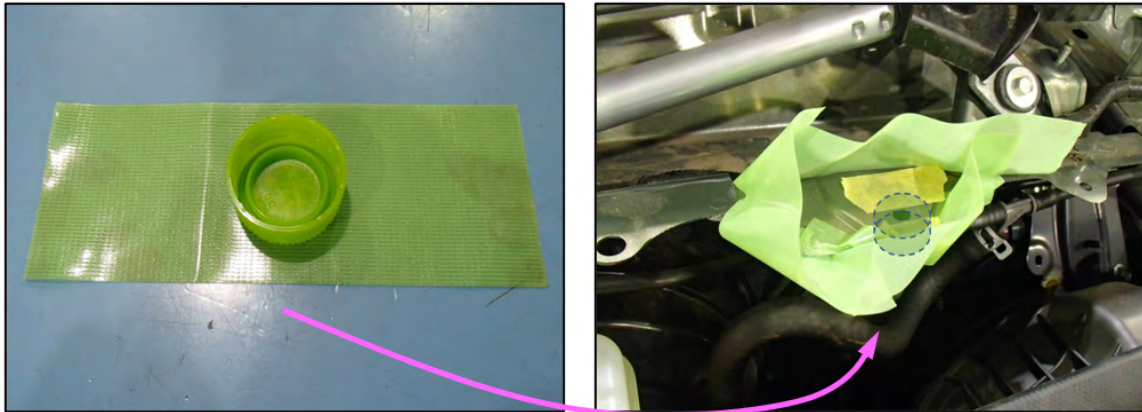
STEP 4: Apply masking tape to be used a guidelines. Set the tape distance to 8mm.



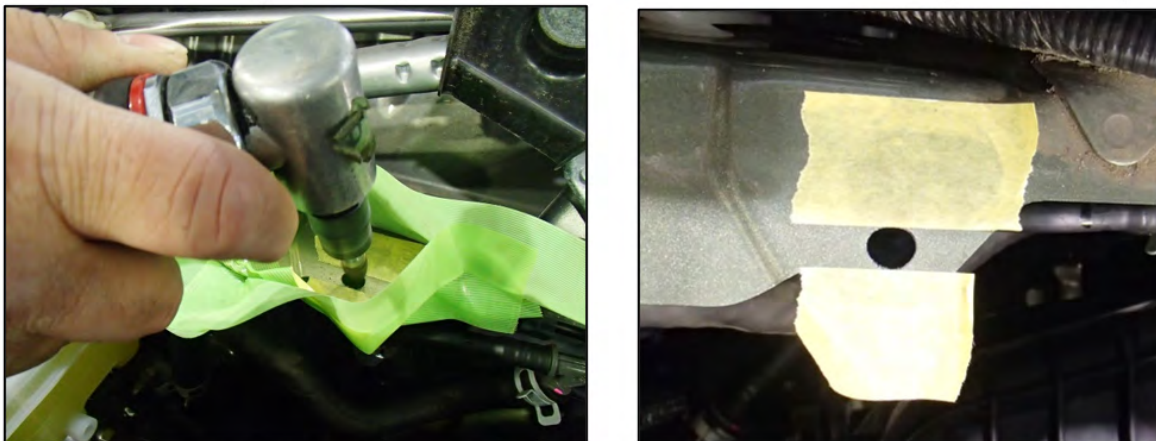
IMPORTANT: ONLY the passenger side toe board dowel hole requires expansion. Though the knocking type sound can be heard from the driver side dowel, expanding the passenger side dowel hole will allow sufficient centering of the bulkhead panel. This will eliminate any unwanted tension on the driver side bulkhead dowl.

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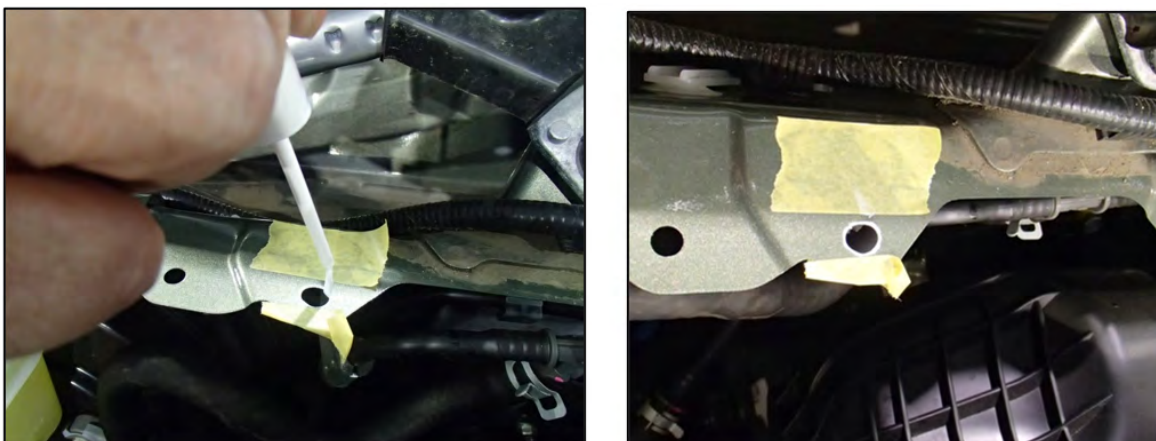
STEP 5: To avoid the spread of grinding material. Place the bottle cap under the dowel hole. Secure the bottle cap with masking tape. A magnet can also be used to catch fallen grinding material.



STEP 6: Using the die grinder and carbide burr, expand the dowel hole to the edges of the measured tape (8mm). Capture and dispose of all grinding material. The hole will be a circle shaped when complete.



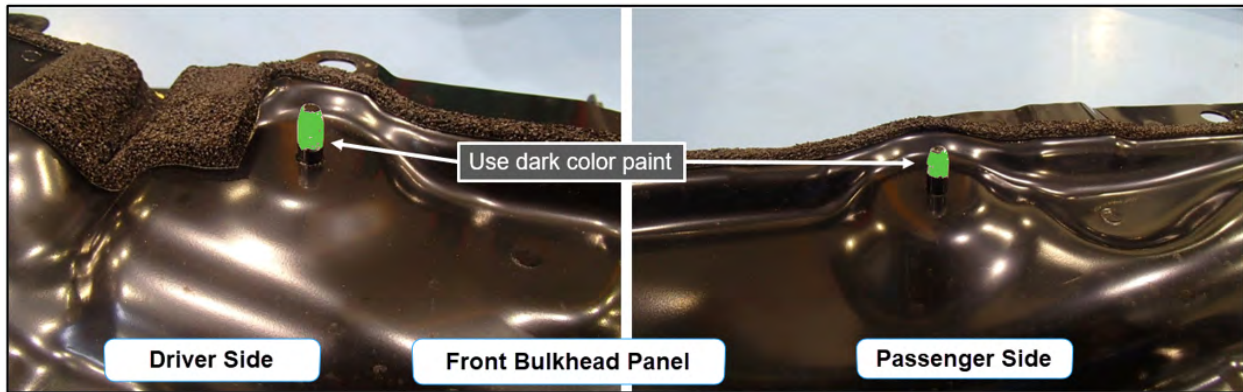
STEP 7: Apply touch-up paint to the expanded area. This will help prevent any rust formation. Remove the masking tape. Allow at least 15 minutes to dry before proceeding to the next step. The paint does not have to be an exact match. If paint has been rubbed off the the driver side dowl hole, touch-up paint can be applied to prevent rust.



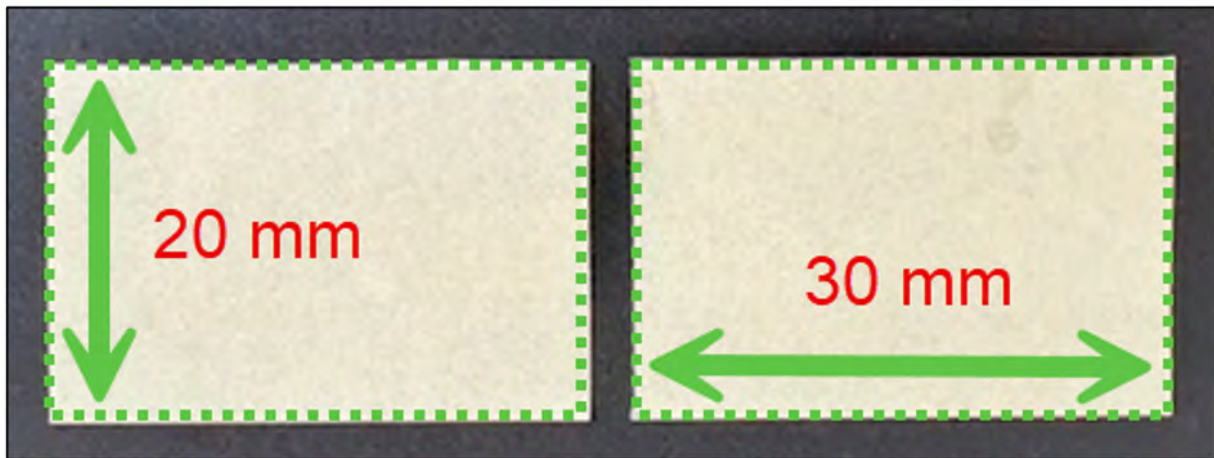
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STEP 8: Apply dark touch-up paint to any dowel surfaces that has had any paint rub off due to dowel/hole contact. Allow 15 minutes to for the touch-up paint to dry before installation.

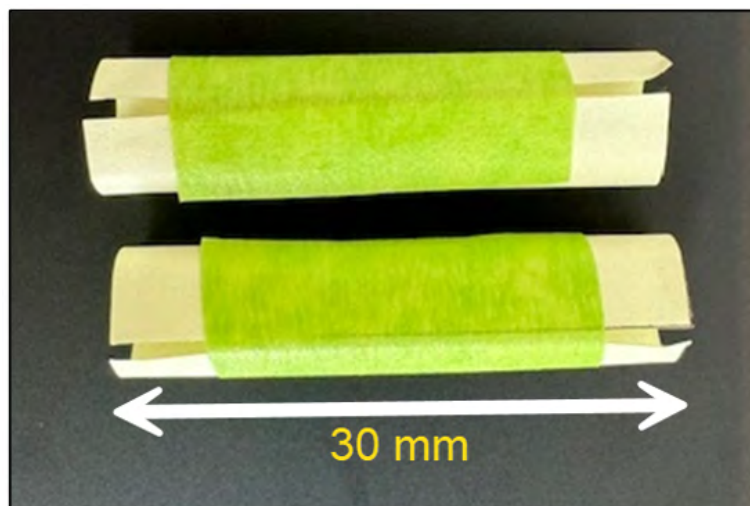
NOTE: Bright green colored paint is shown below for instructional purposes



STEP 9: Prepare two pieces of paper cut **30mm X 20mm**. These will be used to protect the newly painted dowels.



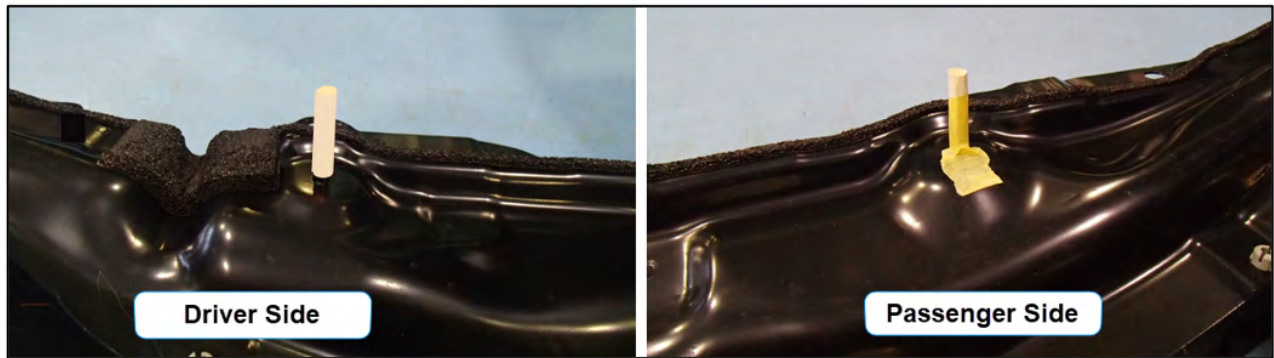
STEP 10: Round the paper and secure with tape as shown below. The curled pieces must be 30mm in length.



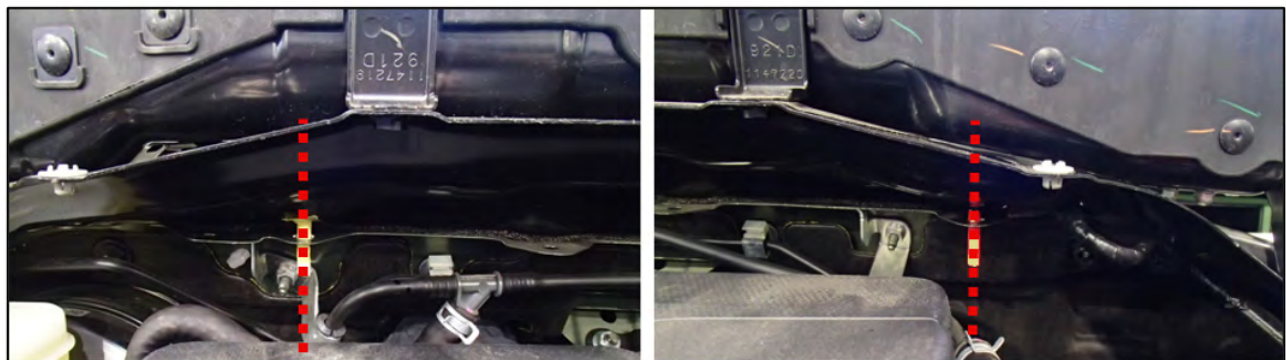
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STEP 11: Install the pieces of paper onto the bulkhead panel dowels. If needed, additional tape can be use for added security.

NOTE: These paper pieces are only installed temporarily.



STEP 12: With the aid of a partner, install the bulkhead panel onto the vehicle. Confirm the panel is centered.



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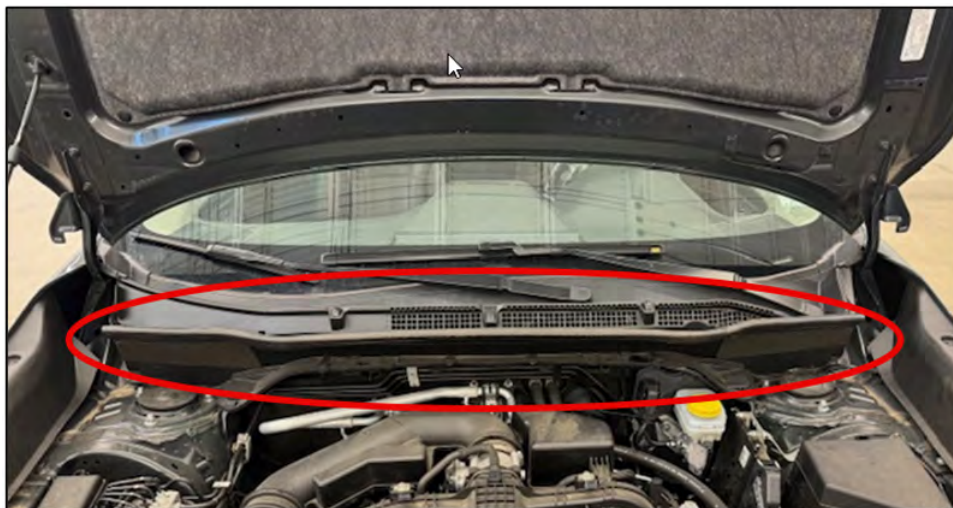
STEP 13: Remove both pieces of protective paper and tape.



STEP 14: Install the bulkhead panel mounting bolts and nuts. Torque to 7.5Nm (0.76kgfm, 5.5ft-lbs).



STEP 15: Install the front cowl assembly as per the applicable Service Manual. Refer to STIS: EXTERIOR/INTERIOR TRIM > Cowl Panel



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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
Bulkhead Panel Noise repair	B900486	0.8	OBL-25

NOTE: Up to \$5.00 can be claimed in sublet for touch-up paint used during this service procedure.

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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