

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: 2015-2018MY Legacy and Outback

NUMBER: 12-253-18

SUBJECT: “Squeak” “Creak” or “Pop” -Type Sound from Driver’s Seat

DATE: 11/13/18

INTRODUCTION:

This bulletin provides a procedure to help identify the source of a squeaking, creaking or popping -type sound heard coming from the driver’s seat. A change has been made to the Teflon bushings used in the seat cushion frame assembly.

PRODUCTION CHANGE INFORMATION:

Driver’s seat cushion frames utilizing the new Teflon bushings were incorporated into production starting with the following VINs:

- Legacy: K3010002
- Outback: K3234307

PART INFORMATION:

The affected seat cushion frame (LH) part numbers are:

- 64100AL01B
- 64100AL03B
- 64100AL05A

When ordering any part, always check for the latest supersession. In addition, if it is determined the seat cushion frame assembly requires replacement, approximately 20 generic hog rings will be required along with hog ring pliers and a small amount of double-faced tape. These items will be required when transferring the seat cushion cover over to the new part.

NOTE: The seat cushion frame part numbers have not been changed. All available inventory of the three part numbers listed above have the new Teflon bushings already installed.

REMINDER: Always order the most up-to-date part number for the specific VIN of the vehicle being repaired.

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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.

SERVICE PROCEDURE / INFORMATION:

Begin by confirming the condition described by the customer before attempting any repair.

Step 1- Using a knee and body weight applied to the seat cushion, apply pressure towards the rear seat frame mounting bolts from each corner, one corner at a time while listening for the sound to occur.



Step 2- While sitting in the rear seat, apply back and forth pressure to the backrest while pushing downward toward the seat frame slide rails. Repeat this step using a twisting motion. This applies pressure to the TORX bolts and will help isolate any squeaks.



Step 3- While sitting in the driver's seat, apply pressure with feet / legs as shown towards the back of the seat while leaning and shifting body weight towards the four TORX bolts. When complete, raise the seat to the fully lifted position.



If these actions do not result in duplication of the sound, review with the customer and confirm the source of the sound is actually the seat. A road test with the customer may be necessary to confirm the sound being reported.

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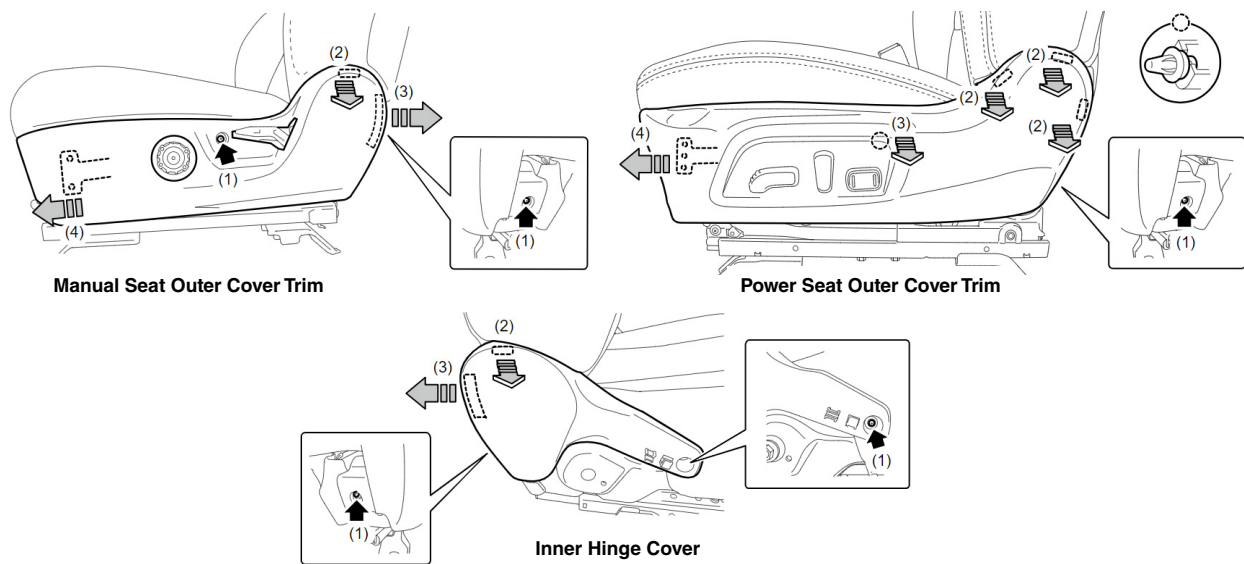
REMINDER: Customer satisfaction and retention starts with performing quality repairs. The service procedures for replacing the seat cushion frame assembly remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and 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.

IMPORTANT NOTES:

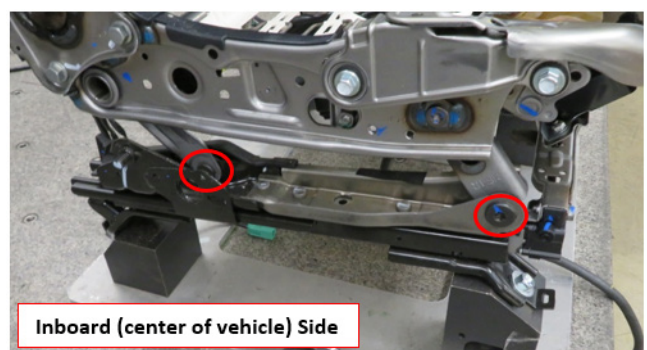
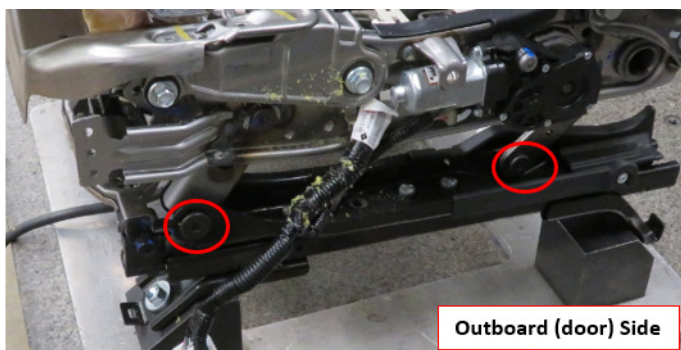
- Always follow all Warnings and Cautions as outlined in the applicable Service Manual whenever working with airbag system components.
- Use a fender cover or equivalent to protect the sill plate from damage when removing and installing the seat assembly.

Step 4- After the sound has been confirmed, **CAREFULLY** remove the driver’s seat assembly from the vehicle.

Step 5- After removing the two retaining screws (1) in the images below, **CAREFULLY** remove the inner hinge cover trim and outer seat cushion side trim panel. This will provide access to the outboard TORX bolts.

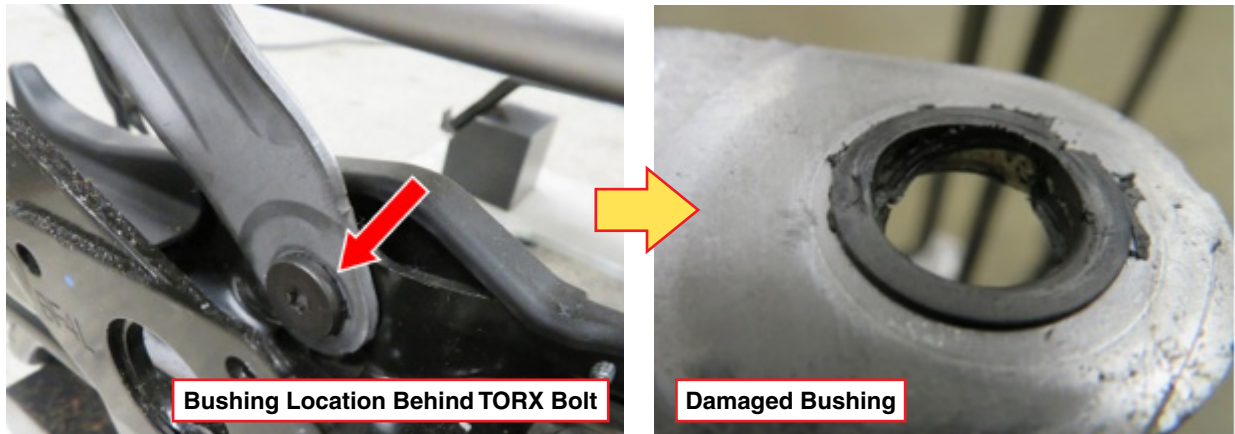


Step 6) Inspect all four of the TORX bolts closely for any signs of wear. The seat must be lifted to see all four of them.



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Step 7) Remove the link bolts using a T45 TORX bit to inspect the Teflon bushing underneath for damage.



NOTE: Only inspect one side at a time. If OK, re-install the TORX bolt and retorque to 15 ± 2 Nm (11 ft. lbs.). Most damaged Teflon bushings are found on the inboard side.

If any of the four Teflon bushing(s) are damaged, replace the seat cushion frame assembly following the procedure in the applicable Service Manual.

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
15-18 LEG&OUT D/S SEAT NOISE INSECTION	B913-478	0.7	YDV-25
15-18 LEG&OUT D/S SEAT BOTTOM FRAME REPLACE	C913-482	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.