

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: 2012-2017MY Impreza
 2013-2017MY Crosstrek
 2014-2017MY Forester
 2015-2017MY WRX and WRX STI
 2013-2017MY BRZ

NUMBER: 12-251-18

DATE: 10/09/18

SUBJECT: Gap Between Top of Glove Box and Instrument Panel

INTRODUCTION:

This bulletin provides a service procedure to address a gap between the top edge of the door and the instrument panel on the models listed as shown in the photo below. The gap may also make the glove box door difficult to close fully.



There is a latch to keep the glove box closed on both sides of the glove box door. If the door is closed without using enough force to engage both latches or by pushing it shut on just one side instead of in the middle, one may close and not the other. Over time, if the door is not fully closed with both latches, high cabin temperatures along with weight of the items inside the glove box may cause the assembly to deform slightly and a gap to develop.

MATERIALS NEEDED:

- 5 or 6mm (hole diameter) flat washers with a .8 to 1mm thickness to use as a shim(s)

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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.

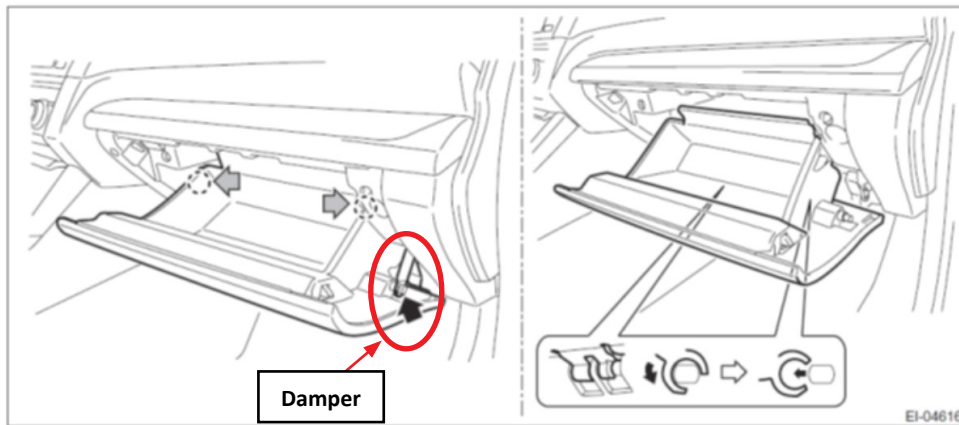
SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

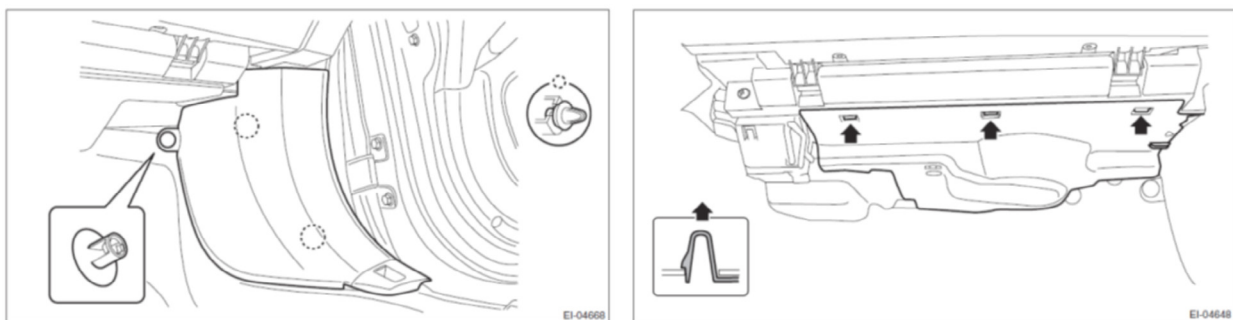
The service procedures for removal of the glove box assembly and related trim components remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective 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.

REMINDER: Always take the proper precautions to protect the surfaces of these highly visible trim panels and the surrounding components from damage during removal and re-installation.

- **CAREFULLY** remove the glove box assembly by first removing the damper then releasing the 2 stoppers and pulling it toward you as shown in the illustrations below.

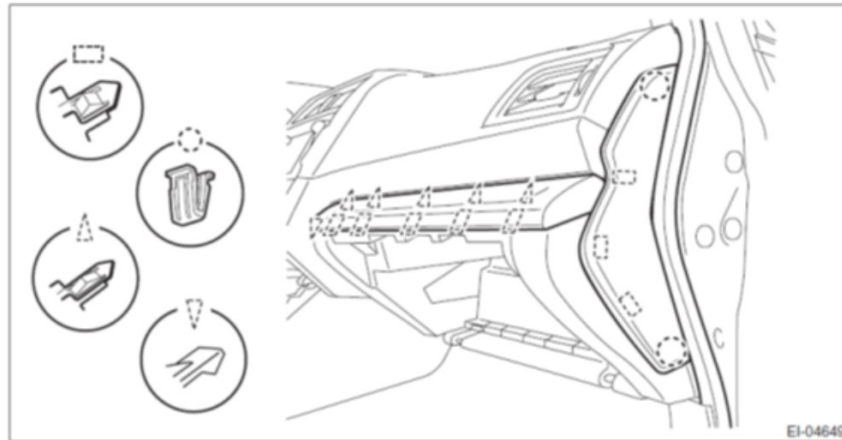


- Using a plastic trim tool, release the clips and remove the kick panel trim and under cover.

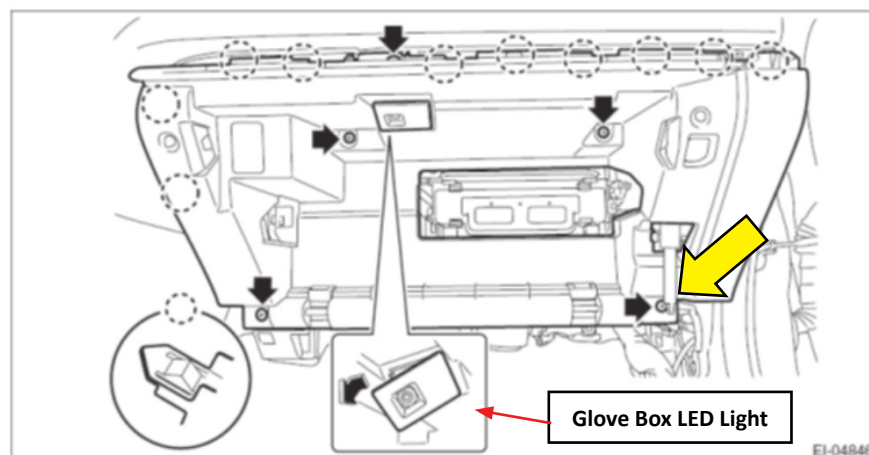


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- Using a plastic trim tool, release the clips and remove the instrument panel trim and end cover.

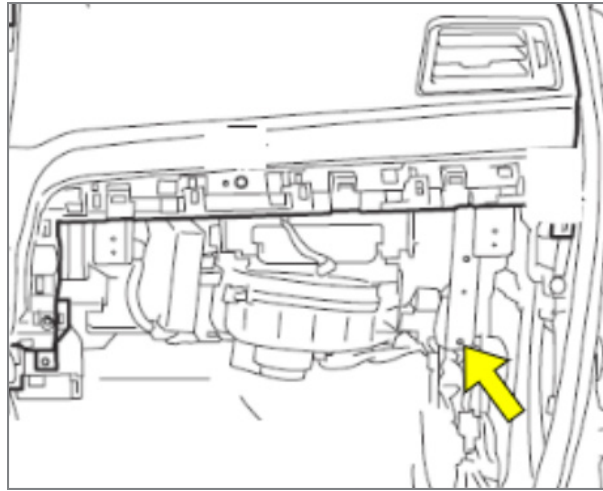


- Using a plastic trim tool, release the LED glove box light and disconnect the harness connector.
- Remove the 5 screws, disengage the claws and **CAREFULLY** remove the glove box inner panel. This will expose the instrument panel vertical support beam.



- Start by installing one flat washer as a shim between the back side of the inner panel and the support beam. Place an inner panel retaining screw back into the hole indicated by the yellow arrow then put the washer on the threaded portion. As an alternative, use a small piece of tape to hold the washer in place on the support beam while refitting the inner panel. The yellow arrow on the illustration below indicates the screw hole where the shim belongs.

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- Re-assemble in reverse order of disassembly and check for any remaining gap.
 - If the gap is reduced but still visible, repeat the above procedure and add additional shim(s) as needed to eliminate the gap.
 - If the gap is now on the opposite end of the glove box door, repeat the procedure and replace the previously installed shim with a thinner one.
 - If the gap is even all the way across and the glove box door closes properly (latched on both sides), the procedure is complete.

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	Applicability	Fail Code
GLOVE BOX ASSEMBLY GAP REPAIR	A911-018	0.4	All Except BRZ	YFD-48
		0.5	BRZ	

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.