

- 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: 2013-2019MY BRZ

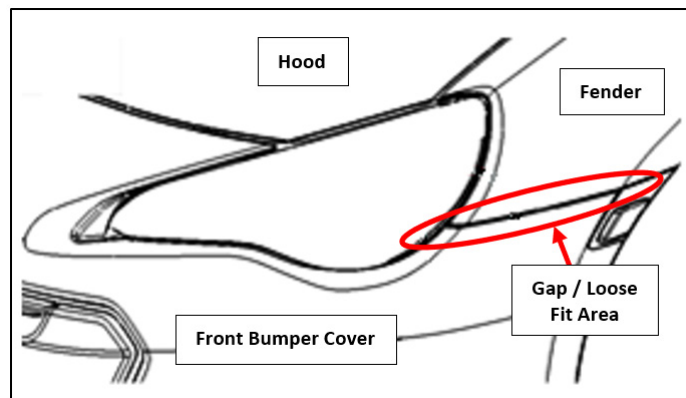
NUMBER: 12-267-19

SUBJECT: Front Bumper Cover Gap / Loose Fit

DATE: 06/13/19

INTRODUCTION:

This bulletin announces availability of a new retaining plate and installation method to address gapping conditions which may develop between the front bumper cover and fender as shown in the example illustration below.



PART INFORMATION:

| Description | Part Number |
|-----------------|-------------|
| PLATE BUMPER SD | 57722CA030 |

SERVICE PROCEDURE / INFORMATION:

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

The service procedure for removal and installation of the front bumper cover remains unchanged. Cover inspection criteria and procedures for using the new plate(s) are outlined below. 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.

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

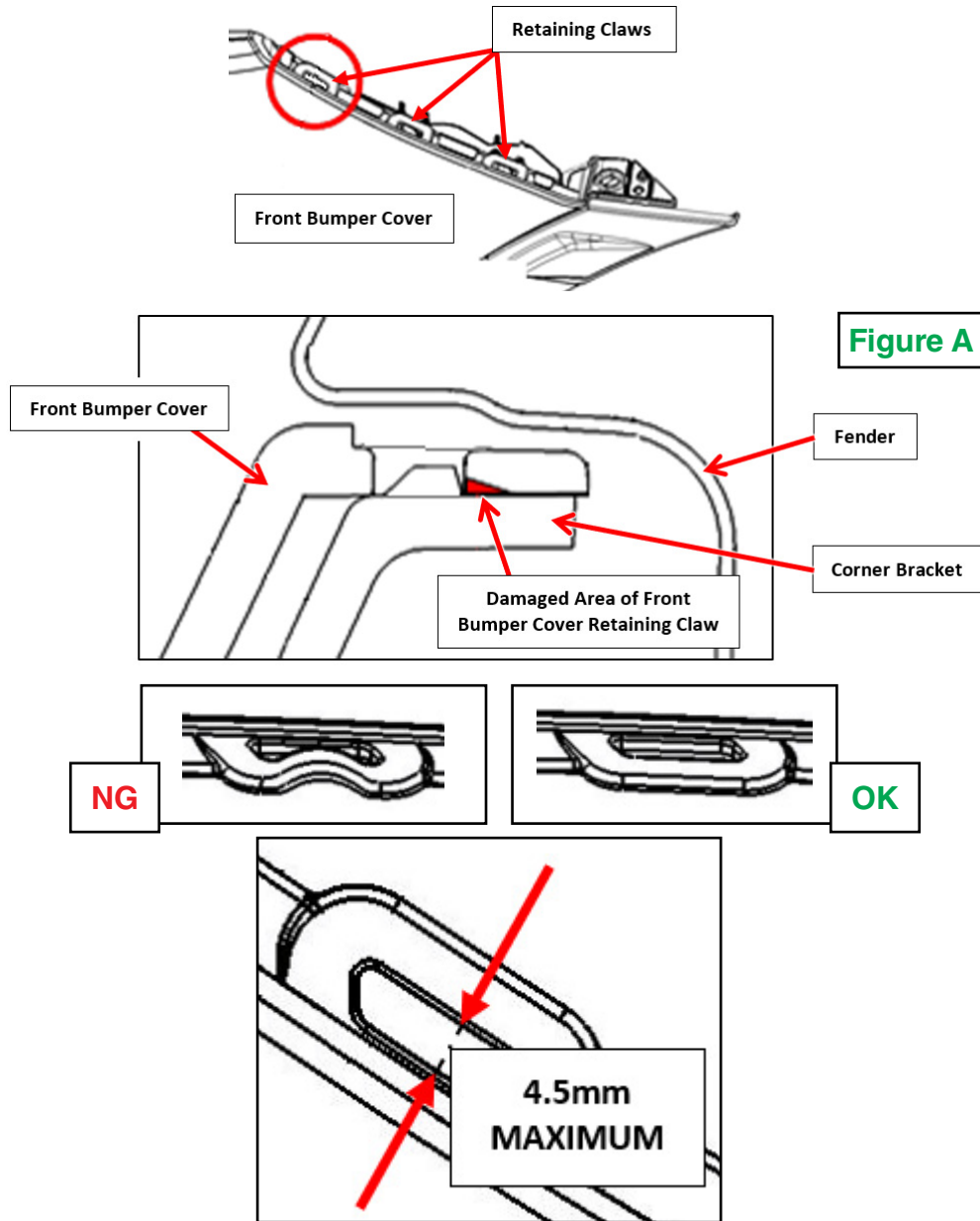
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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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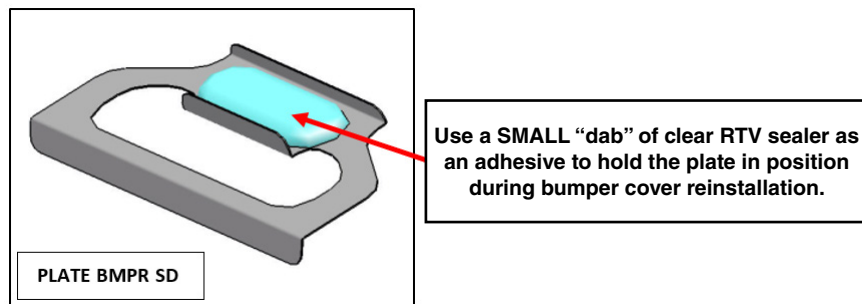
- 1) After confirming a loose fit / excess gap condition exists, CAREFULLY remove the front bumper cover assembly following the procedure in the applicable Service Manual. Follow all precautions to protect the finish of both the cover, fender and surrounding painted surfaces.
- 2) On each side of the bumper cover, there are 3 claws to secure it to the corner bracket as shown in the illustrations below. These claws can become damaged reducing their ability to secure the cover to the corner bracket properly. This causes the gap / loose fit condition to occur.



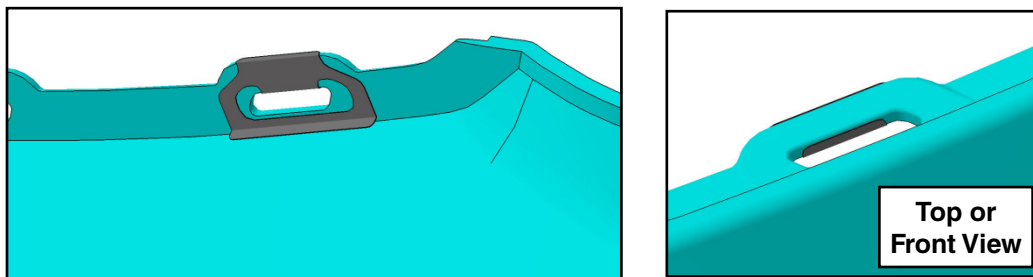
- 3) Inspect the removed bumper cover and determine if it is reusable by the following criteria:
 - If any of the claws are broken, deformed as shown in the **NG** illustration above or, have a center opening exceeding 4.5mm, the cover must be replaced following the procedure in the applicable Service Manual.
 - If the claws are in-tact as in the **OK** illustration and / or only have minor wear as shown in **Figure A**, proceed to **Step 4** below.

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- 4) Remove any dirt or grease from the affected claws using a mild solvent on a clean shop cloth and thoroughly dry.
- 5) Inspect the claws closely. CAREFULLY remove any burrs which could prevent the new plate from fitting properly as shown in 7) below using a small flat file or sandpaper.
- 6) Apply a VERY SMALL amount of clear RTV sealant to the new plate as shown below.



- 7) CAREFULLY install the new plate(s) as needed to the back (under or inside) of the affected claw(s) using the illustrations below as a guide for a proper fit. **CAUTION:** These plates have sharp edges.



- 8) Reinstall the bumper cover assembly in reverse order of removal.
- 9) Wipe off any exposed RTV sealer (adhesive) to complete 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 |
|-----------------------------------|-------------------|------------|-----------|
| BRZ FRONT BUMPER COVER GAP REPAIR | A916-506 | 0.7 | XAW-48 |

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.