

**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:** 2012-16MY Impreza 4-Door  
2015-20MY WRX and STI

**NUMBER:** 12-301-20  
**DATE:** 10/20/2020

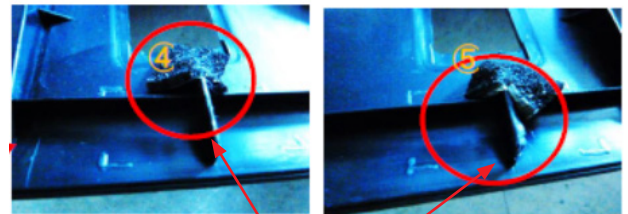
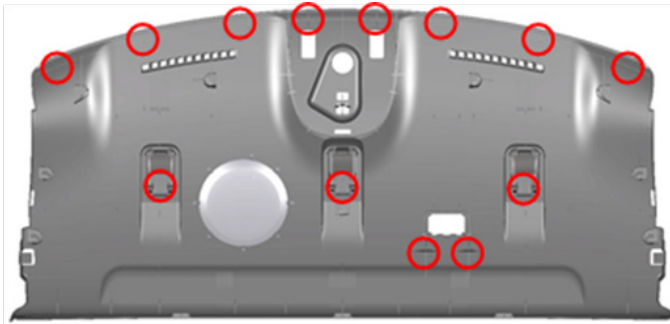
**SUBJECT:** Rattling Sound from Rear Package Shelf Area

**INTRODUCTION:**

This bulletin outlines changes made to the rear shelf trim to address customer concerns of a rattling sound heard while driving over bumpy / rough roads. Sources of the rattle have been identified as:

- the mounting points for the center stop lamp where it fits into the package shelf
- the package shelf itself rattling against the inside of the rear glass
- the rib and/or stand portions located on the underside of the package shelf contacting the shelf portion of the vehicle body.

A higher durability material will be used for the cushions placed at the red circles below.



**Dislocated Cushions**

**NOTE:** Refer to **TSB 12-189-15R** for additional information regarding a rear package shelf area rattling sound repairs.

**PRODUCTION CHANGE INFORMATION:**

The new package shelves were incorporated into production per the starting VIN chart below:

MODEL	STARTING VIN
WRX / STI	JF1VA1B65L9817299

**NOTE:** This bulletin will be revised with the Impreza starting VIN when it becomes available.

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b></p> <p>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.</p>	<p style="text-align: center;"><b>Subaru of America, Inc. is ISO 14001 Compliant</b></p> <p>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.</p>
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## PART INFORMATION:

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

Description	Part Number	Application
Trim Panel Assembly- Rear Package Shelf	65510VA004VH	WRX & STI Models <b>w/</b> Harman-Kardon Audio
	65510VA033VH	WRX & STI Models <b>w/out</b> Harman-Kardon Audio
	65510FJ014VH (Black)	Impreza
	65510FJ014WJ (Beige)	
Adhesive Foam (Sheet)	66099AG110	All Applicable Models ** See <b>NOTE</b> Below

## SERVICE PROCEDURE / INFORMATION:

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

**NOTE:** For high mount stop lamp removal, open the trunk first prior to the removal of the battery terminal. It is not necessary to leave the vehicle for 10 minutes after disconnecting battery terminal since this work is not related to the airbag system.

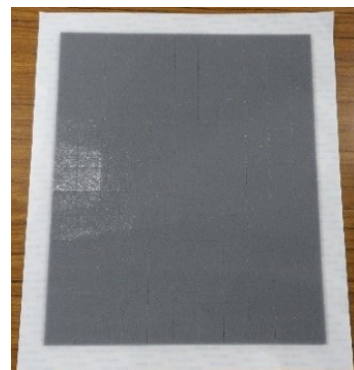
1. If the rattle sound is confirmed and the Trimming Panel Assembly- Rear Shelf is damaged, replace with the countermeasure one. Refer to applicable vehicle Service Manual for working procedure.

2. If the rattle sound is confirmed, and the Trimming Panel Assembly- Rear Shelf is not damaged, if any of the 13 cushions are deformed/worn/dislocated, replace the cushions by following the procedure below.

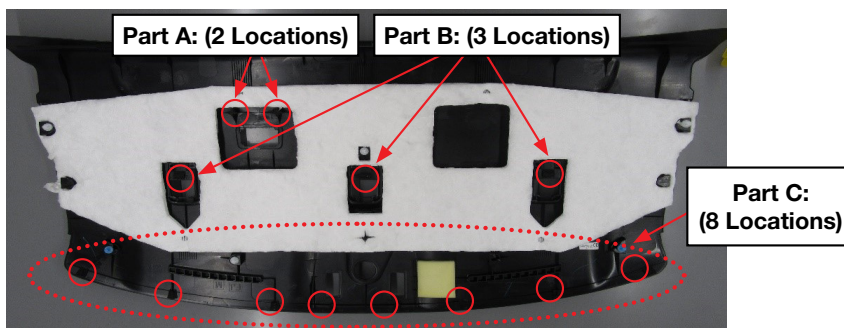
- Prepare the self-adhesive foam sheet p.n. **66099AG110** containing pre-cut sections (cushions) 20mm x 20mm (0.79 in x 0.79 in).

**\*\* NOTE:** 1 sheet contains enough foam material to repair 10 vehicles. See the **WARRANTY / CLAIM INFORMATION** section for billing details.

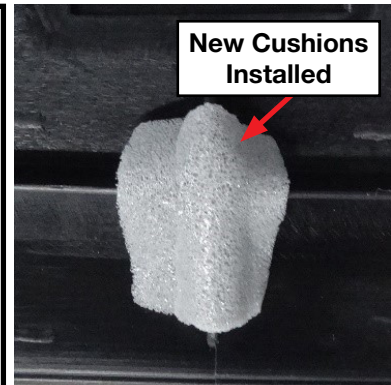
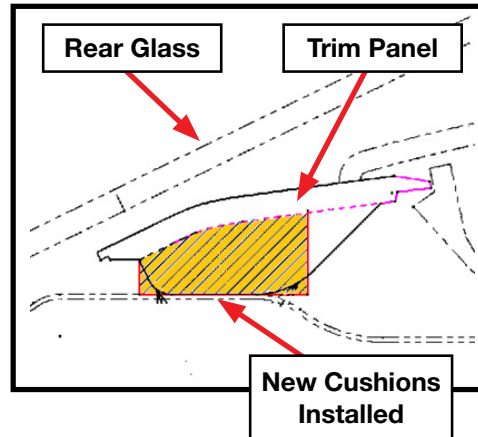
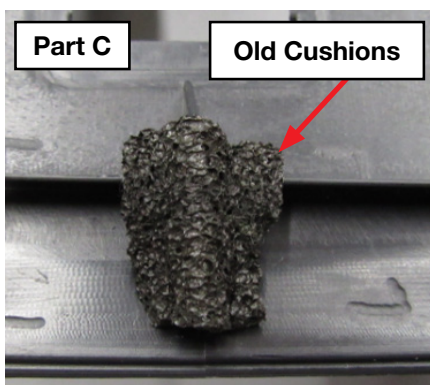
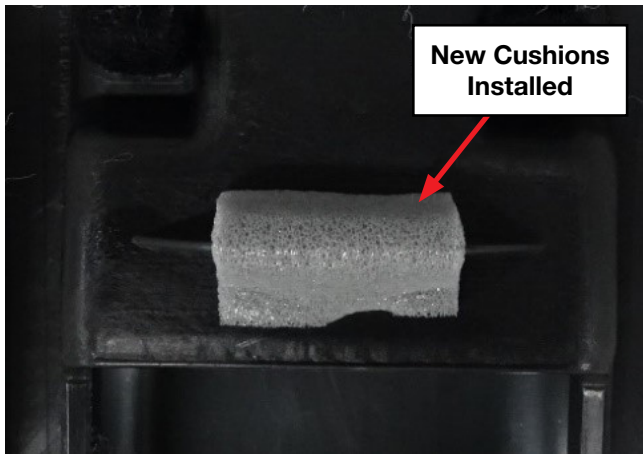
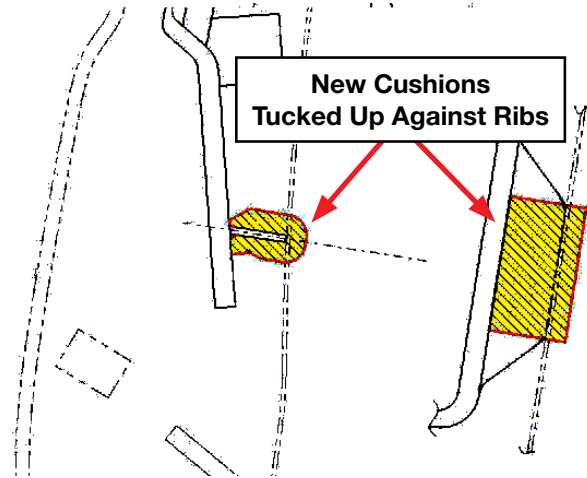
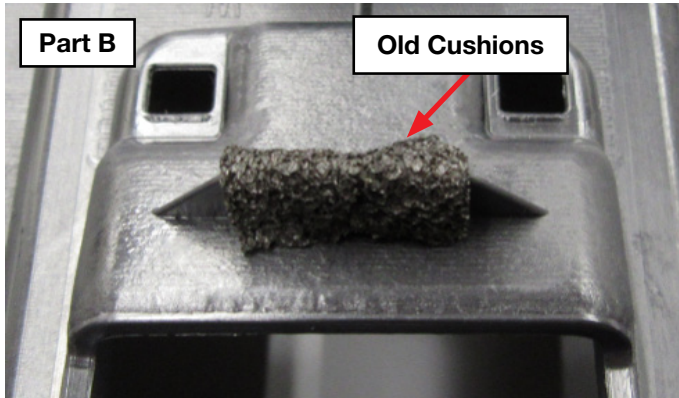
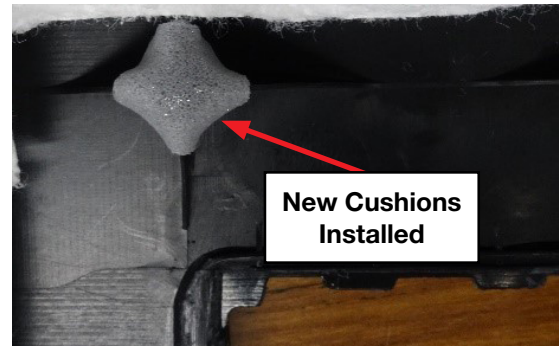
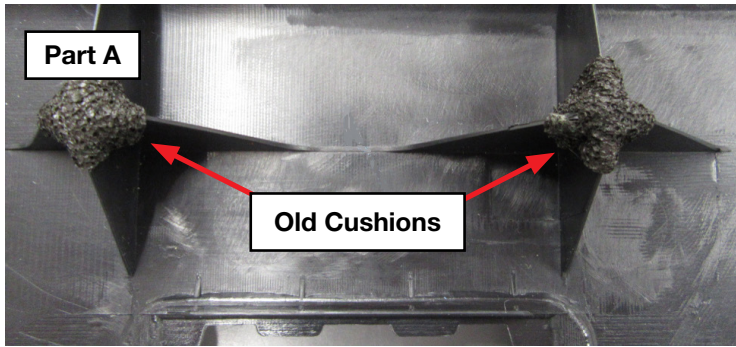
- Remove the TRIM PANEL ASSEMBLY-REAR SHELF following the procedure in the applicable Service Manual.
- Remove the old cushions. There is a total of 13 cushion locations: **Part A:** 2 locations, **Part B:** 3 locations and **Part C:** 8 locations.
- Always remove any residue left behind then adhere the new cushions at each of the 13 locations as shown below. The new cushions cover the tip of the ribs firmly in **Parts A & B**. For **Part C**, the cushion should cover the whole rib.



Foam Sheet (**66099AG110**)



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- When complete, CAREFULLY reinstall the package shelf in reverse order of removal.
- Road test the vehicle to confirm the repair has eliminated the condition.

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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
REAR PACKAGE SHELF RATTLE SOUND REPAIR	A912-104	0.6	YBH-25

**NOTE:** For Warranty claim repairs, the self-adhesive foam must be charged out as p.n. **SOA635324**, qty. 1.

**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.