

- 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: 2014-2017MY Forester

NUMBER: 10-87-17

SUBJECT: Rattling Sound from Instrument Panel

DATE: 07/05/17

INTRODUCTION:

This bulletin provides a service procedure to address customer concerns of a rattling-type sound coming from the defroster vent grille area of the instrument panel (IP) near the base of the windshield. The sound may occur when driving on rough roads or over bumps. The cause of the sound is contact between the instrument panel and the defroster duct and / or vent grille. Aging and temperature variations can influence shape and tolerances between the plastic components. The repair involves application of self-adhesive, non-woven cloth tape to the defroster vent duct and grille.

PRODUCTION CHANGE INFORMATION:

The use of additional non-woven material was incorporated into production starting with VIN **H*476608**.

PART INFORMATION:

Part Number **SOA963W110** is an 8” x 11” sheet of self-adhesive non-woven cloth material which is approximately .4 mm thick and can be “layered” as necessary to achieve the specified thicknesses as described in the illustrations below.

SERVICE PROCEDURE / INFORMATION:

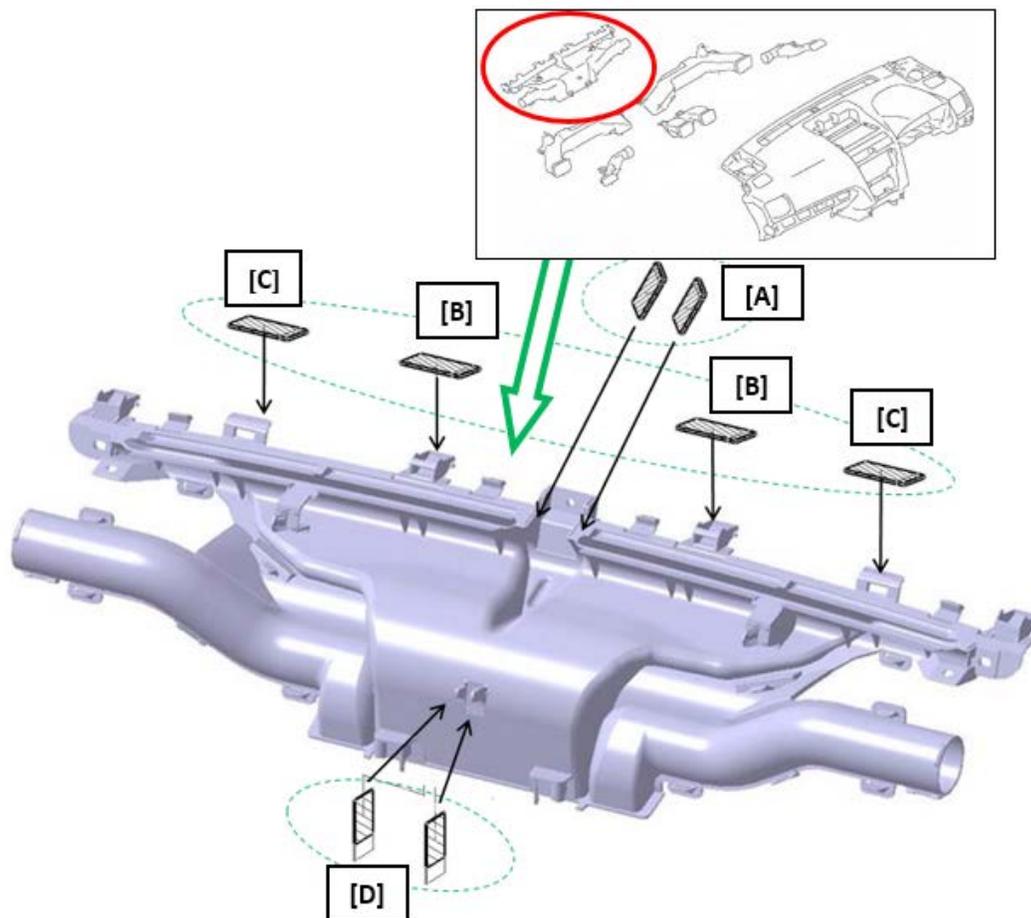
NOTE: This procedure involves working with components which are highly visible to the customer. For that reason, it is especially important to take all the proper precautions to protect the trim panels and the surrounding surfaces from damage during removal and reinstallation.

REMINDER: Record the customer’s radio station presets (and navigation favorites where applicable) before disconnecting the battery.

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<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</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;">SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT</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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- After confirming the condition, **CAREFULLY** remove the IP assembly following the procedure in the applicable Service Manual. **REMINDER:** If the “A” pillar trim tether clip is damaged during IP removal, it **MUST** be replaced. Always use the plastic removal tool (SOA635147 supplied to each retailer for completion of the “TKA” airbag campaigns) to avoid damaging the tether clip.
- **CAREFULLY** remove the defroster vent grille and defroster duct from the IP assembly. Pay close attention and **TAKE YOUR TIME** when working with these items as they may become brittle over time.
- Using the photos and illustrations below, cut the non-woven material into the sizes specified. **NOTE:** (t = thickness)
- To insure proper adhesion, always wipe away any grease or dirt from the areas where the tapes will be applied using a mild solvent on a clean shop cloth and thoroughly dry.
- Using the illustration and photos below, position and apply the tapes [A], [B], [C] & [D] to the defroster duct. Tapes may be layered or stacked to achieve the desired thicknesses.



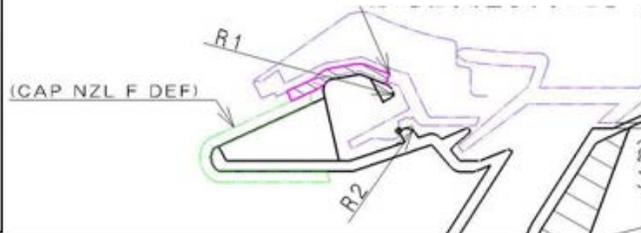
- Using the illustrations below, position and apply the 4 new tapes [E] to underside of the defroster vent grille. The dimensions for the tapes (shown in blue in the first illustration) are: **[E] t = 0.7mm, 12mm x 35mm** and may also be layered or stacked to achieve the desired thicknesses.

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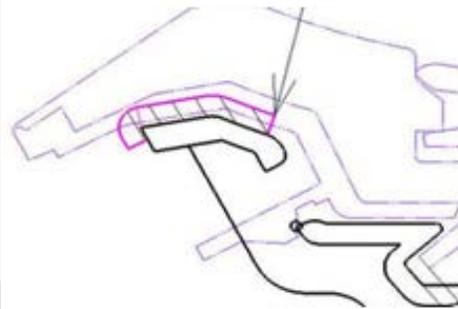
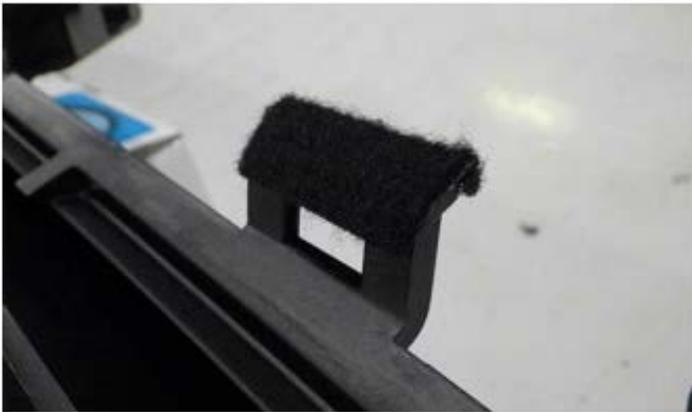
[A] $t = 0.7\text{mm}$, 12mm x 25mm



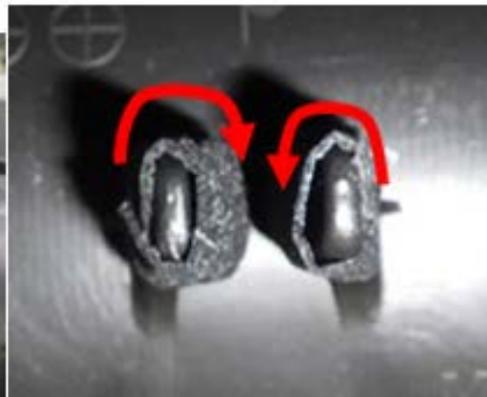
[B] $t = 2.0\text{mm}$, 20mm x 35mm



[C] $t = 2.0\text{mm}$, 20mm x 35mm

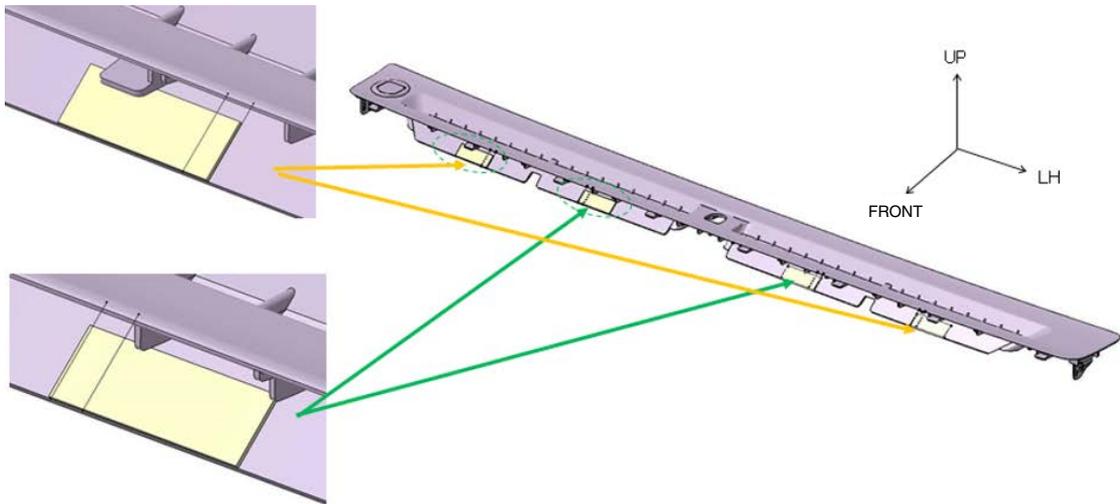
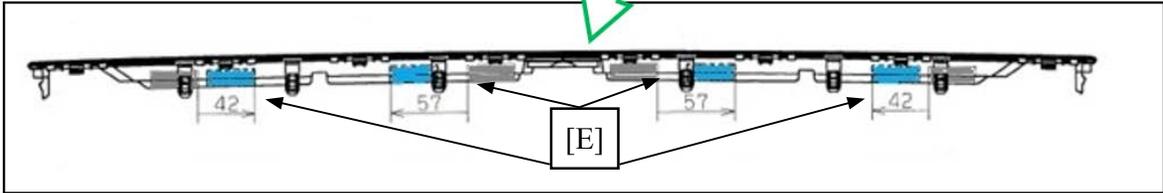
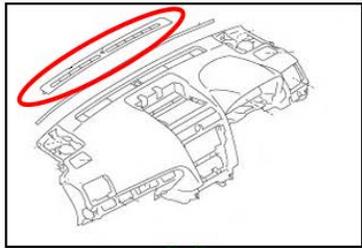


[D] $t = 0.7\text{mm}$, 12mm x 25mm



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NOTE: The 42mm and 57mm dimensions shown in the illustration are approximate measurements to help with proper positioning of the tapes.



- When complete, reassemble the IP and reinstall in reverse order of removal.
- Reconnect the battery, reset the customer’s radio station presets (and navigation favorites where applicable).
- Road test the vehicle to confirm all affected systems are operating as designed to complete the procedure.

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
2014-17MY FORESTER DEFROSTER DUCT RATTLE REPAIR	A726-183	2.8	YOD-25

NOTE: For claim submission purposes, use part number SOA635079, qty. 2 for the non-woven cloth material. SOA635079 is for claim submission only and is not an orderable part number.

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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.