

- 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:** 12-223-17

**SUBJECT:** Roof Spoiler Cushion Protrusion

**DATE:** 7/28/2017

### INTRODUCTION:

This bulletin provides a procedure for replacement of the black foam rubber insulating cushions for the roof spoiler. In rare cases, the cushion(s) may come loose and begin to protrude out from under the end portions of the roof spoiler where they contact the body.

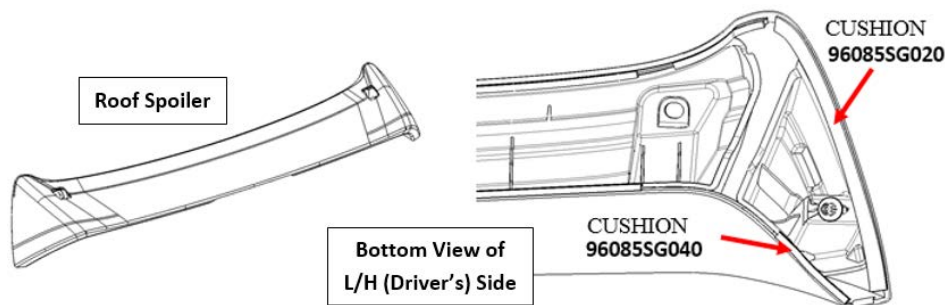
### PRODUCTION CHANGE INFORMATION:

A change to utilize additional adhesive was incorporated into production starting with VIN **H\*471030**.

### PART INFORMATION:

Description	Part Number	Quantity
Cushion	96085SG020	2 per vehicle
	96085SG040	
Tape Kit	SOA635148	1
Generic "Instant Glue"	n/a	1

### SERVICE PROCEDURE / INFORMATION:



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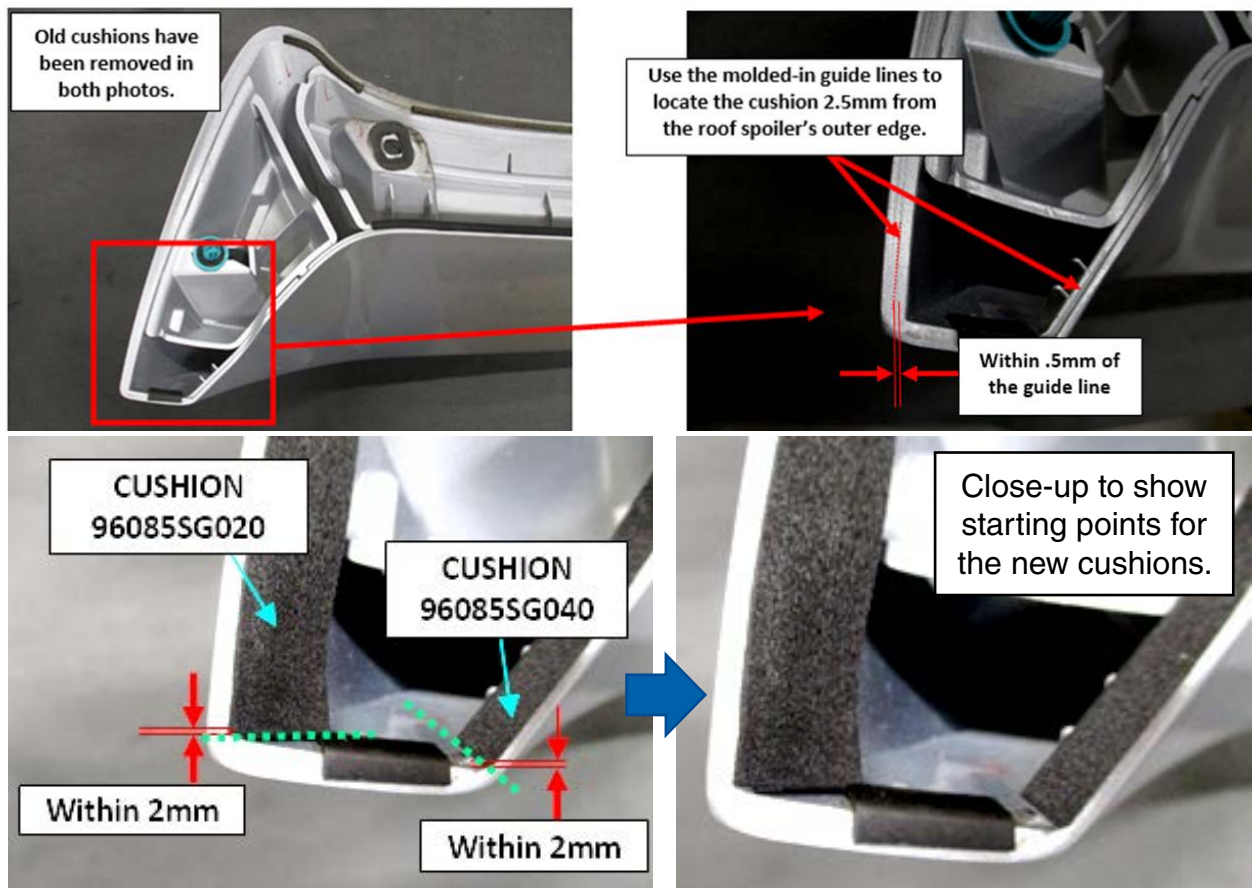
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

- Remove the roof spoiler following the procedure in the applicable Service Manual. Always place the spoiler on a blanket (or equivalent) to protect the painted surfaces from damage while performing the repairs.
- **IMPORTANT:** Only remove the 2 cushions indicated in the illustration above.
- Use a mild solvent or parts cleaning spray on a clean shop cloth to remove any residual adhesive and / or remains of the cushions. Make sure the surfaces are totally clean or, the effectiveness of the new part's adhesive may be compromised.
- Familiarize yourself with the proper locations **before** peeling the self-adhesive tape backing on the new cushions as shown below.
- The new cushions need to be within .5 mm of the inside of the molded-in guide line but CANNOT be on it or covering it.
- The smaller (96085SG040) cushions may be slightly shorter than the originals but that is OK.

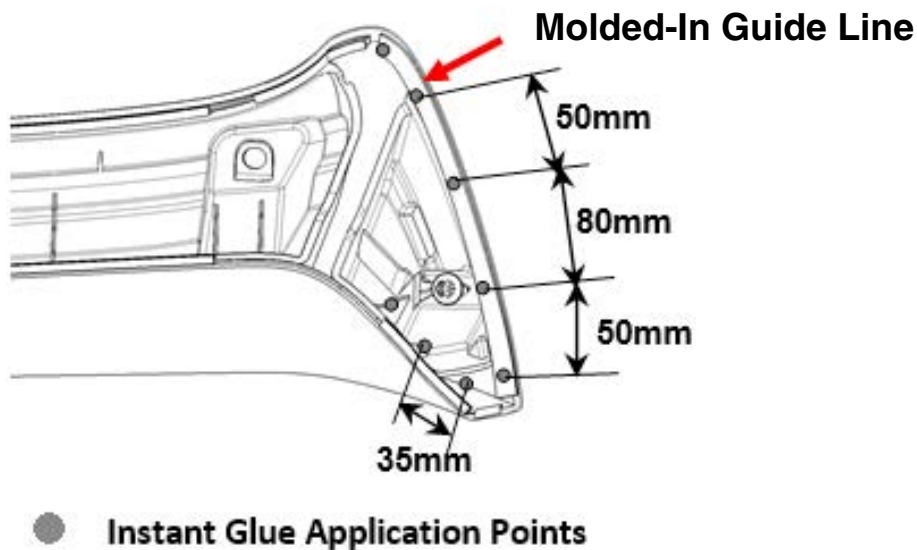


- Using the towelette included in the tape kit, apply adhesion promoter to the surfaces where the new cushions will be installed. (The tape supplied in the kit can be discarded.)
- When installing the larger (96085SG020) cushion, use caution to not stretch it or the end may protrude as shown below. CAREFULLY trim off any excess to look like the OK photo below.

*Continued...*



- After installation is complete, **CAREFULLY** apply a small **DROP** of the instant glue to the back side “corner” of the cushions where they overhang the inner spoiler edge. This step provides an extra measure of attachment to prevent the cushions from coming loose.
- **CAUTION:** When using instant glue, always make sure to read all instructions for use, precautions and warnings. Take all necessary precautions to prevent the instant glue from contacting painted finish surfaces of the spoiler.
- Use the illustration below as a guide for the instant glue application; **5** points on the large cushion and **3** points on the small one.



- Allow adequate time for the instant glue to cure (see instructions on package).
- Reinstall the spoiler in reverse order of removal.

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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:

<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Labor Time</b>	<b>Fail Code</b>
FORESTER SPOILER CUSHION PROTRUSION REPAIR	A916-495	0.5	XJW-29

**NOTE:** Up to \$2.00 can be claimed in sublet to cover the cost of the instant glue.

**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.