

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: 2015-19MY Legacy / Outback

NUMBER: 12-228-21

SUBJECT: Front Seat(s) / Squeaking Sound

DATE: 10/27/21

INTRODUCTION:

This bulletin provides a service procedure to address customer concerns of a “squeaking” -type sound from the front seat(s). This is caused by a lack of lubrication on the seat hinge. In some cases, sound can be heard even after the work procedure in **TSB 12-253-18** has been previously performed. If the sound matches the characteristics described, follow the outlined work procedure provided below.

SERVICE PROCEDURE / INFORMATION:

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

STEP 1) Confirm customer complaint and verify the sound characteristics.

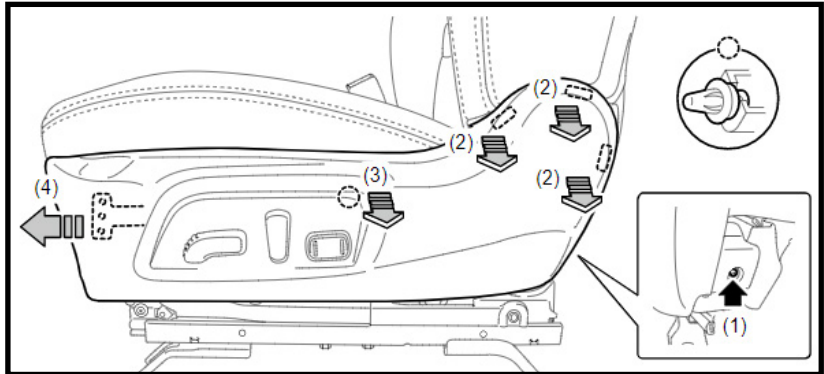
STEP 2) **CAREFULLY** remove the affected front seat(s) as per the applicable Subaru Service Manual: Body & Electrical/WIRING SYSTEM > SEATS > Front Seat > REMOVAL. **IMPORTANT:** take the proper precautions to protect the door opening / sill trim panels from damage during seat removal and re-installation.

NOTE: Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.

<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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STEP 3) CAREFULLY remove the outer seat hinge cover by first removing the mounting screw located on the back outer corner of the seat. Release the clips and claws in the direction indicated below. This will expose the rear pipe and spacer washer on the outside section of the seat frame.



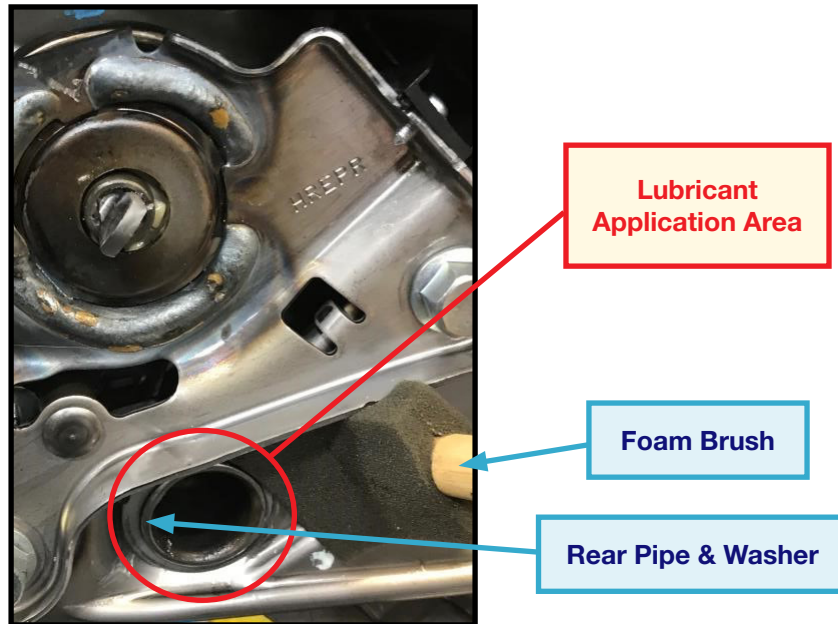
STEP 4) Prepare a foam brush with WD-40® Specialist Gel Lubricant Spray (MFG #300103). The lubricant packaging is outlined in **green** below. Saturate the foam brush with the lubricant. Both the lubricant and brush are available from most hardware supply outlets and/or online resources.

CRITICAL: DO NOT use any silicone base lubricant (EXAMPLE is outlined in **red** below). Use of a silicone base lubricant may damage the surrounding electronic components.



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STEP 5) Press the saturated foam brush pad behind the washer on the rear pipe. Confirm the lubricant is distributed thoroughly around the pipe and behind the washer. Clean any excess lubricant within the seat frame area. Perform this procedure on BOTH the inside and outside sections of the seat frame.



STEP 6) CAREFULLY reinstall all components in the reverse order of disassembly.

IMPORTANT NOTES:

- Front Seat Mounting Bolt Torque: **53Nm (5.4kgf-m, 39.1ft.lb)**
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to **7.5Nm (5.5ft.-lbs. or 66inch.-lbs.)** while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.
- Relearn any seat memory or power rear gate (PRG) height settings.

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
ONE FRONT SEAT SQUEAK REPAIR	A913-432	0.5	YCH-25
BOTH FRONT SEATS SQUEAK REPAIR	A913-433	0.8	

NOTE: Up to 30 cents maximum may be charged out per seat repair in sublet to cover the cost of materials used.

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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.