

- 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:** 2017-22MY Impreza  
2018-22MY Crosstrek

**NUMBER:** 12-247-23

**DATE:** 03/21/23

**SUBJECT:** Rear Gate Stay / Design Change

### INTRODUCTION:

This bulletin announces a design change made to the rear gate stay assemblies. In some cases, a customer may experience the rear gate being unable to maintain its highest position due to insufficient hydraulic sealing. The new assemblies contain an optimized protector cap that helps reduce the intrusion of sand and/or dust making the hydraulic seal less susceptible to wear. When this situation is experienced, verify the production date of the assemblies and replace both gate stays as a pair.

### PRODUCTION CHANGE INFORMATION:

The new rear gate stay assemblies have been incorporated into the production as per the table below.

Model	Starting VIN
Impreza 4 Door	TBD
Impreza 5 Door	N3713747
Crosstrek	TBD

### PART INFORMATION:

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

Model	Part Description	Part Number
Impreza 5 Door/Crosstrek	STAY ASSEMBLY-REAR GATE,RIGHT	63269FL001
	STAY ASSEMBLY-REAR GATE,LEFT	63269FL011
Impreza 4 Door	STAY ASSEMBLY-REAR GATE,RIGHT	63269FL101
	STAY ASSEMBLY-REAR GATE,LEFT	63269FL111

**NOTE:** The rear gate stay assemblies **MUST** be replaced in pairs.

**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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## SERVICE PROCEDURE / INFORMATION:

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

### Identification:

It is important to identify the production date code of the rear gate stay assemblies to verify if new parts have or have not been installed on to the vehicle. If the new parts are already installed, confirm fault sources such as mechanical resistance, gate alignment, physical damage etc. are not the cause before proceeding with rear gate stay replacements.



The service procedures for the rear gate stay assemblies remain unchanged. 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, every time. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to the applicable Service Manual: Body & Electrical/WIRING SYSTEM > EXTERIOR BODY PANELS > Rear Gate

## WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information.

Labor Description	Labor Operation #	Fail Code #	Labor Time
BOTH TRUNK/GATE STAYS R&R	A915-384	XAQ-49	0.4

## 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.