

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: 2013MY Outback Models

NUMBER: 12-159-13

SUBJECT: Outside Odors Entering the Vehicle Interior

DATE: 11/19/13

INTRODUCTION

Should you receive a customer concern of outside odors getting inside the vehicle, this bulletin provides a repair procedure to address a possible entry point. Packing material has been added to the center retaining clips for the rear floor spacer and the keyless access / Push Button Start center antenna.

PART INFORMATION

| PART NAME | PART NUMBER | QUANTITY |
|--------------------------|-------------|----------|
| Clip (rear floor spacer) | 99045AJ01A | 1 |
| Antenna INT AY | 88851AJ01B | 1 |

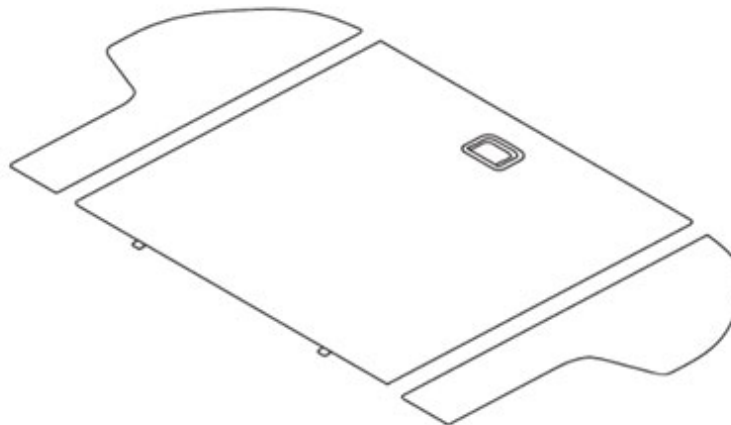
COUNTERMEASURE IN PRODUCTION

| CHANGE | STARTING VIN | PRODUCTION CHANGE DATE |
|-----------------------|--------------|------------------------|
| New Floor Spacer Clip | D3283226 | February 1, 2013 |
| New Antenna Clip | D3299160 | March 2, 2013 |

NOTE: The new antenna clip is not available separately from the antenna assembly.

SERVICE PROCEDURE / INFORMATION

- Remove the cargo area floor. Always use the proper trim clip removal tool to avoid breaking clips or damaging other components.



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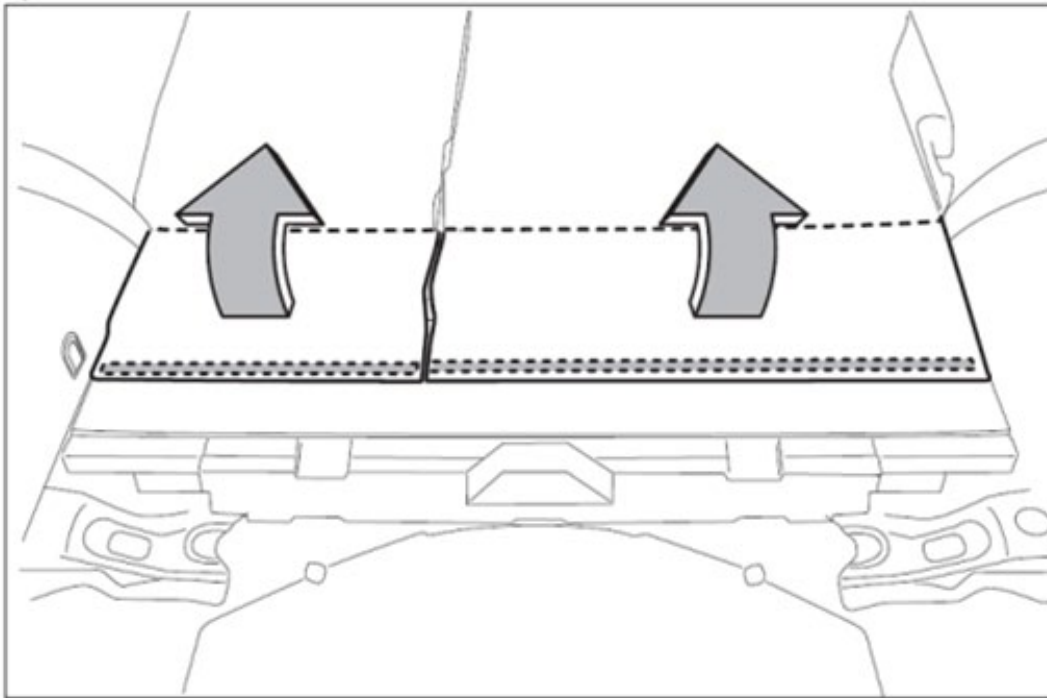
CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

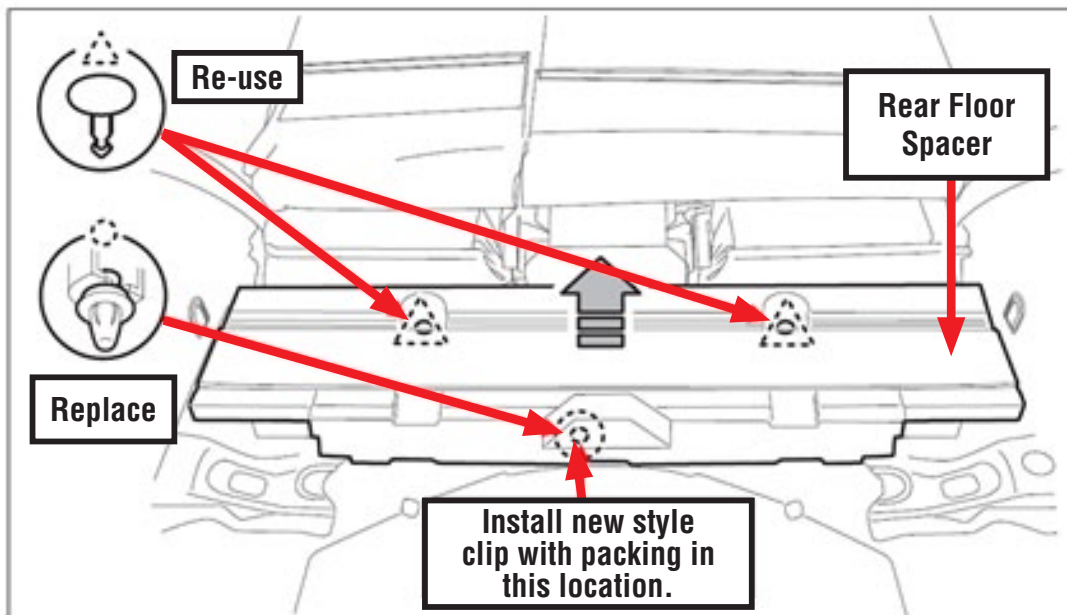
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The international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

- Tilt the rear seat backrests forward then release and turn over the seat back rest lower covers to reveal the rear floor spacer.

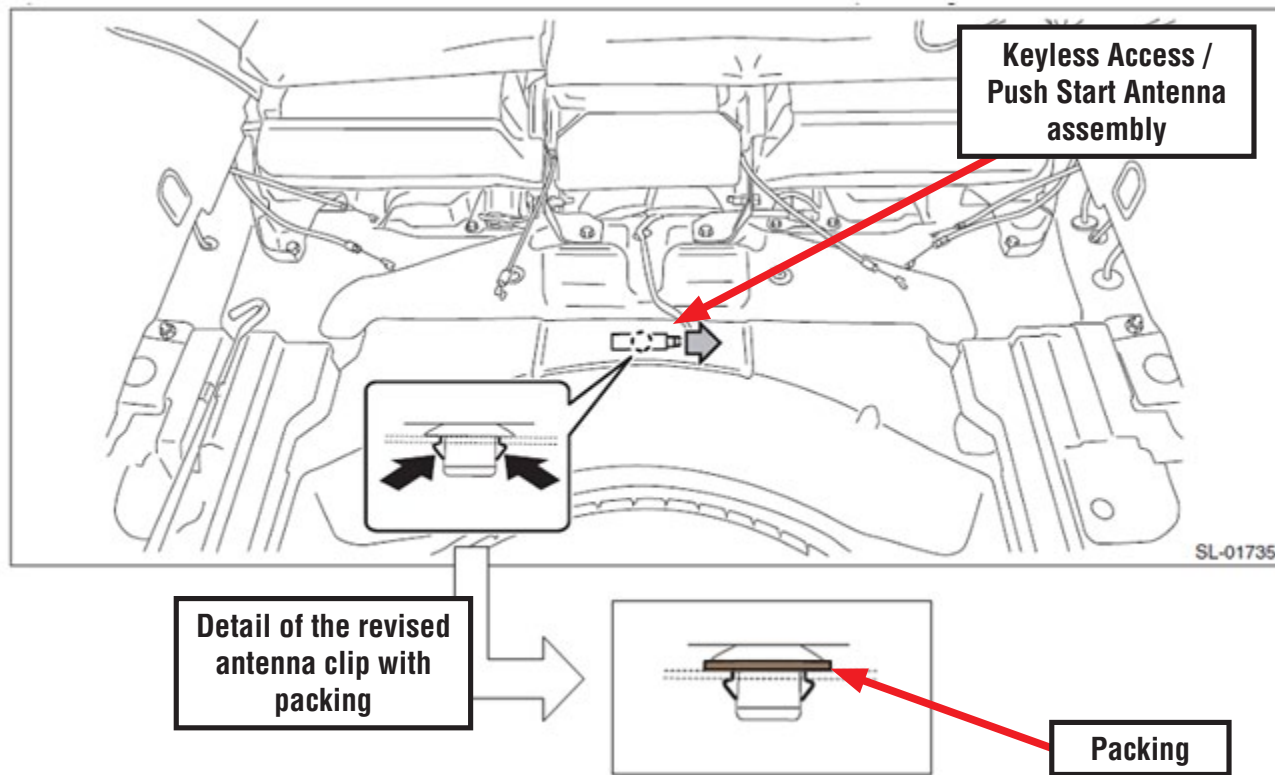


- If the vehicle **is not** equipped with Keyless Access / Push Start, the only repair is to install the revised rear floor spacer retaining clip as shown in the illustration below. Always use the proper trim clip removal tool to avoid damaging the clips and/or the spacer.



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- If the vehicle **is equipped** with Keyless Access / Push Start, carefully remove the 3 retaining clips then the rear floor spacer to access the center antenna assembly. Replace the antenna assembly (which also includes a revised retaining clip) following the procedure in the applicable Service Manual. Torque the antenna bracket retaining bolt to 7.5 Nm (5.5 ft. lbs.). Make sure to use the new style retaining clip as shown in the illustration above when installing the floor spacer.



- Verify the operation of the Keyless Access / Push Start system before reassembling the interior.
- Once proper operation is confirmed, reassemble the interior components in the reverse order of removal to complete the repair.

WARRANTY / CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, this repair may be claimed using the following information:

| LABOR DESCRIPTION | LABOR OPERATION # | FAIL CODE | LABOR TIME |
|--|-------------------|-----------|------------|
| Modified Interior Clip for Outside Odor (NON-Push-Start models) | A900-681 | YNH-48 | 0.2 |
| Modified Interior Clip and Antenna for Outside Odor (Models WITH Push-Start) | A900-684 | | 0.3 |