

- 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 INFORMATION BULLETIN**

**APPLICABILITY:** 2020MY Legacy & Outback  
2019MY Forester

**NUMBER:** 12-248-23

**DATE:** 05/16/23

**SUBJECT:** Rattle-Type Sound From B-Pillar Area

**INTRODUCTION:**

This Service Information Bulletin announces the repair procedure developed to address rattle-type sounds heard from the left and/or right B-Pillar area. If this sound is duplicated, please perform the repair procedure outlined below to the affected side(s).

**SERVICE PROCEDURE / INFORMATION:**

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

**STEP 1:** Confirm the rattle can be duplicated by performing a road test and/or tapping the B-Pillar area with your hand.

**STEP 2:** 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. CAREFULLY disconnect the ground terminal from the battery sensor.

**STEP 3:** Remove the rear assist grip handle.



**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.

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**STEP 4:** Detach the weatherstrip and CAREFULLY pull down the headliner to gain access to the curtain air bag inflator.

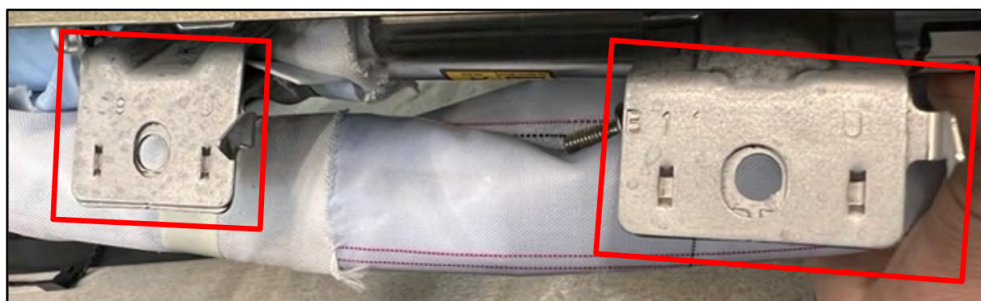


**STEP 5:** Inspect the affected air bag curtain bolts for looseness and the mounting bracket for any signs of play. If looseness is found proceed to **STEP 7**. If no looseness is found, remove the affected curtain air bag inflator bolts then proceed to **STEP 6**.



**NOTE:** Muting the noise by pressing the bracketing with your finger can be useful when confirming the rattle-type sound source.

**STEP 6:** Clean the mounting brackets with a soft cloth and inspect the brackets for any burrs or rough spots. If found, even out with a light grit sandpaper or emery cloth (100-210 grit for deburring and 400-600 grit for finishing) and then clean the brackets.



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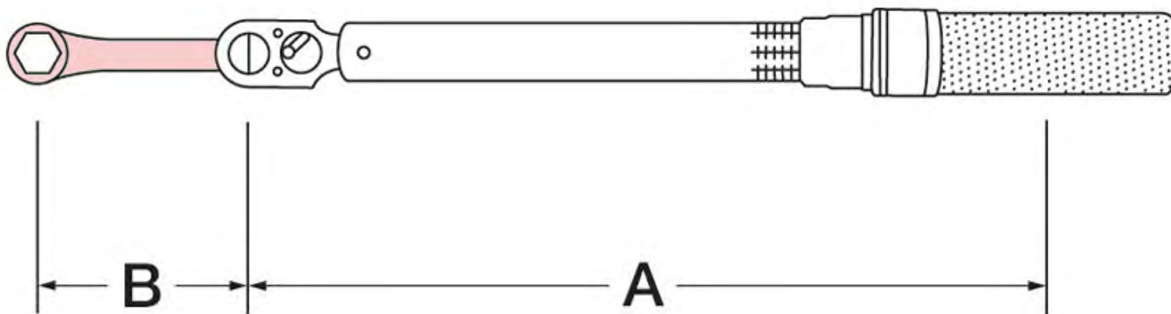
**STEP 7:** Reinstall the curtain air bag mounting bolts and torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.).

**NOTE:** Depending on the type of torque wrench being used a torque adapter may be required. If a torque adapter is used, the calculation formula supplied below **MUST** be applied.

**EXAMPLE: Snap-on® FRDHM10 Torque Adapter**



**Calculation Formula:**  $T = L / (100 \text{ mm (3.94)} + L) \times 7.5\text{Nm (5.5ft.-lbs. or 66inch-lbs.)}$ .



**STEP 8:** Reinstall all removed parts in the reverse order of disassembly.

**STEP 9:** Reconnect 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.

**STEP 10:** Perform a road test and/or tapping the B-Pillar area with your hand to confirm a successful repair.

**NOTE:** Muting the noise by pressing the bracketing with you finger can be useful when confirming the rattle-type sound source.

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**WARRANTY / CLAIM INFORMATION:**

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

Labor Description	Labor Operation #	Labor Time	Fail Code
CURTAIN AIRBAG RATTLE - CHECK & TORQUE, ONE SIDE	A820-471	0.4H	URA-23
CURTAIN AIRBAG RATTLE - CHECK & TORQUE, BOTH SIDES	A820-472	0.6H	

**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.