

- 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: 2014-2016MY Forester MT
 2012-2016MY Impreza MT
 2013-2016MY Crosstrek MT
 2015-2016MY WRX MT and STI Models
 2013-16MY BRZ MT

SUBJECT: Creaking Sound When Operating Clutch Pedal

NUMBER: 12-215-17
DATE: 01/20/17

INTRODUCTION:

NOTE: This bulletin replaces prior / related TSB 12-190-15R dated 3/25/2016.

A new brake/clutch pedal bracket assembly has been developed with increased rigidity to address customer concerns of a creaking sound heard when operating the clutch pedal. This condition does not indicate the presence of any current operational issue with the pedal assembly, clutch hydraulic system, clutch assembly or, serve as a precursor to any future concerns. The enhanced pedal bracket design incorporates an extended flange length along with additional welding to increase rigidity and reduce the possibility of the creaking sound. The repair involves replacement of the brake / clutch pedal assembly.

PRODUCTION CHANGE INFORMATION:

The new brackets were incorporated into production as per the table below:

Vehicle / Model	Starting VIN
Forester	G*531848
Impreza 4-Door	G*011928
Impreza 5-Door and Crosstrek	G*259400
WRX and STI	G*830278
BRZ	G*603051

Continued...

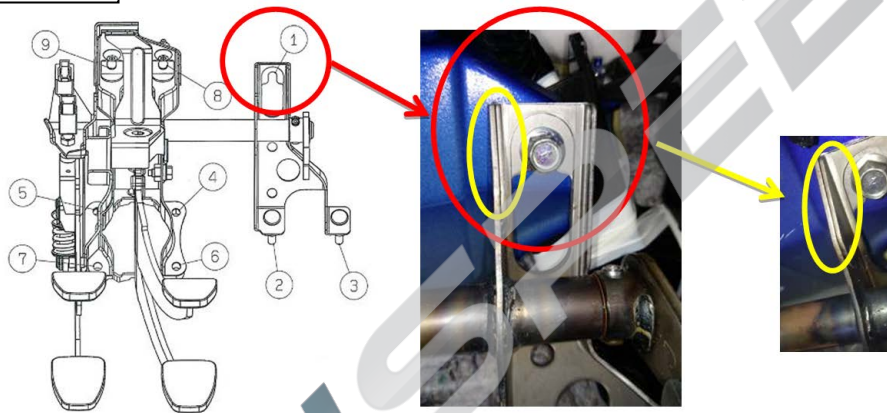
<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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>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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PART INFORMATION:

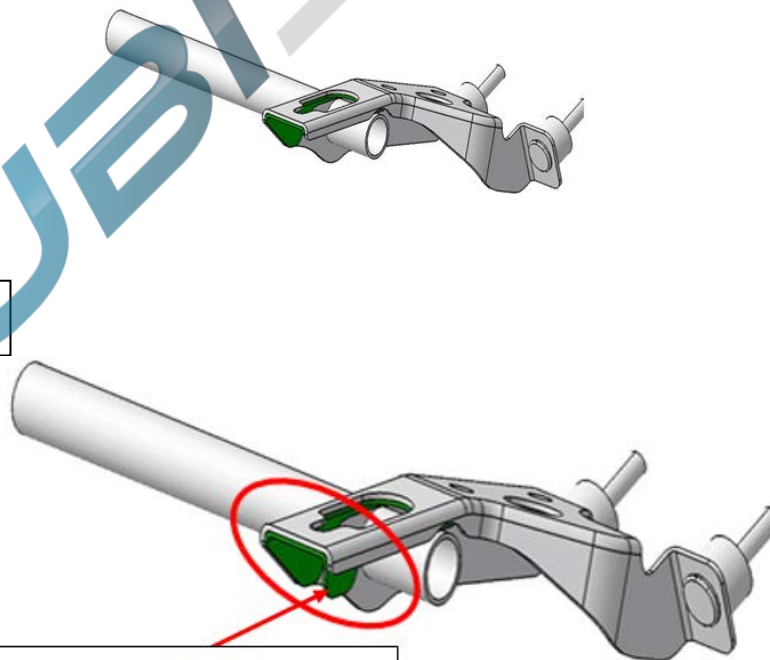
Description	Part Number	Applicability	Notes
PEDAL AY BRAKE & CLUTCH	36004VA001	STI	N/A
	36004VA011	WRX	
	36004CA011*	BRZ	
	36004FJ271	Forester, Impreza and Crosstrek	CAL Spec.
CLEVIS PIN	905200018	All	Qty. 2 / vehicle

***NOTE:** A supersession for p.n. 36004CA011 to 36004CA012 is in process.

OLD Style Part



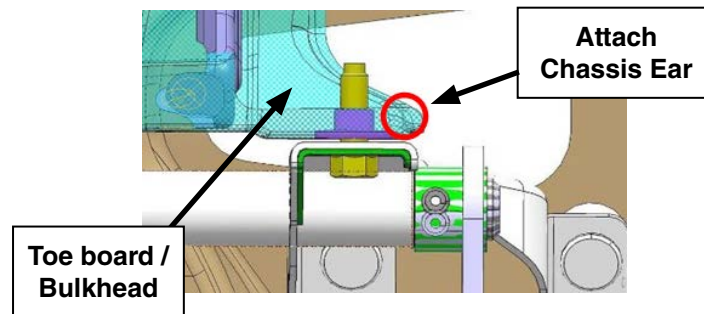
NEW-Style Part



The flange area (shown in GREEN) has been extended and additional welding added.

SERVICE PROCEDURE / INFORMATION

Once the sound has been verified, attach a chassis ear to the toe board / bulkhead in the location circled in the illustration below then operate the clutch pedal.



If the sound is confirmed to be originating from that location, replace the brake / clutch pedal assembly with the new part from the table above. Follow the procedure in the applicable Service Manual for replacing the pedal assembly including the additional critical points listed below:

IMPORTANT:

- **ALWAYS** use new clevis pins when attaching the brake pedal apply rod and the clutch pedal push rod.
- After the installation is complete, **ALWAYS** confirm both clutch switches and the stop light switch are properly adjusted following the procedures in the applicable Service Manual.

WARRANTY / CLAIM INFORMATION:

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

Labor Description	Vehicle Model	Labor Operation #	Labor Time	Fail Code
CLUTCH PEDAL ASSEMBLY REPLACE FOR CREAKING SOUND	All Models Listed EXCEPT BRZ	A316-171	1.6	SAW-25
	BRZ		1.2	

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.