

ATTENTION:GENERAL MANAGER ☐
CLAIMS PERSONNEL ☐PARTS MANAGER ☐
SERVICE MANAGER ☐*IMPORTANT - All Service Personnel Should Read and Initial*

SUBARU **SERVICE BULLETIN****APPLICABILITY:** 2005MY Forester and Impreza Vehicles
SUBJECT: Floor Mat Hook**NUMBER:** 12-87-05
DATE: 05/09/05**INTRODUCTION**

If you should encounter a floor mat carpet hook that has separated from its retaining ring or will not stay seated, use the procedures in this bulletin to replace the floor mat hook.

PRODUCTION LINE CHANGE

A new style floor mat hook was used in production starting (refer to the following chart).

Model	VINs Affected (Starting Number)	Starting Date
Impreza Sedan	5*516680	11/01/04
Impreza Wagon	5*810081	11/01/04
Forester	5*739049	01/01/05

PARTS INFORMATION

Part Description	Part Number
Mat Hook, Upper	95076SA001

REPAIR PROCEDURES/INFORMATION**Identification Procedure**

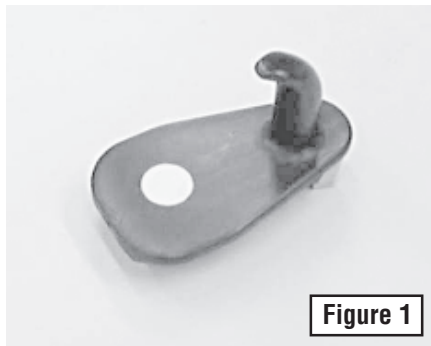
- 1) Confirm that the vehicle falls within the VIN range of the affected vehicles.

Continued...**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.



- 2) Inspect the floor mat hook for a red adhesive dot (see Figure 1).

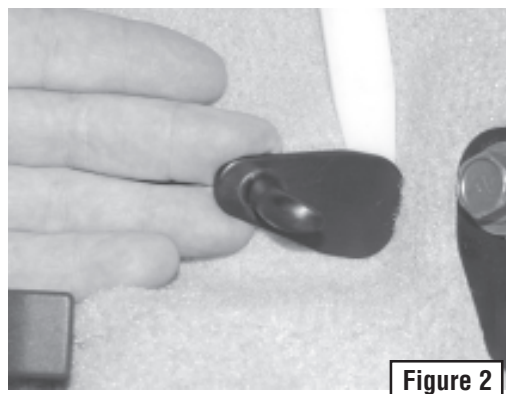


- 3) If the hook has a red dot, then the revised part has already been installed. No replacement should be necessary.
- 4) If you are uncertain as to whether the vehicle is equipped with the new style hook, grasp the hook with your hand and give it a sharp upward tug with moderate force. If the hook releases the vehicle is equipped with the old style hook and should be replaced.

Replacement Procedure

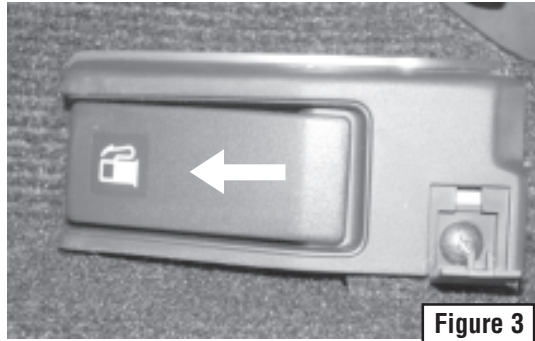
Caution: Protect the rocker panel and sill trim from scratches by placing a fender cover or similar covering over it. Use care when handling trim pieces to prevent damage.

- 1) Once you have confirmed that the hook requires replacing, remove it using the following procedure. Use one hand to press down on the ring under the carpet holding it in place, so it does not move under the carpet when the upper hook portion is removed. Then insert a plastic windshield tool or similar plastic trim tool between the upper hook portion and the retaining ring portion. Twist the tool to pop the hook out of its retaining ring (see Figure 2).

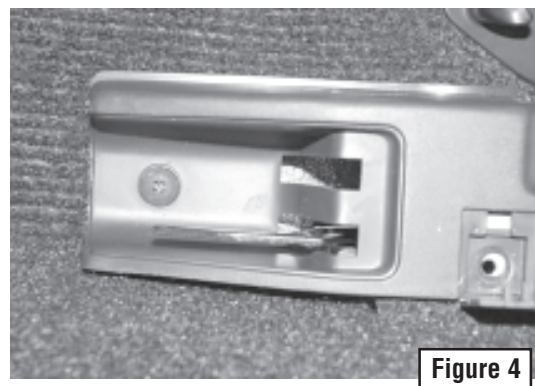


- 2) For Forester the next step is to install the new hook. Check that the center opening of the retaining ring is in alignment with the opening in the carpeting. Locate the center post of the revised hook over the center of the retaining ring. Press the revised hook into the retaining ring under the carpet until it clicks into place. Confirm that the hook is fully engaged by giving it a sharp tug upward with moderate force.

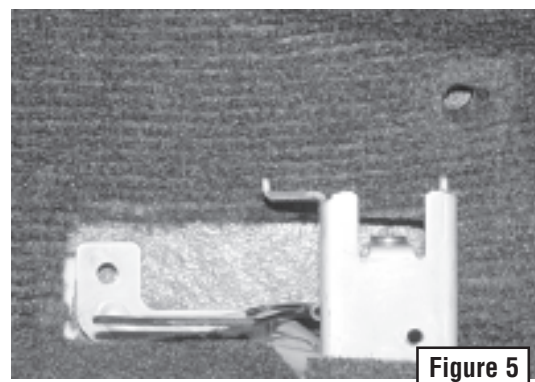
- 3) For Impreza models it may be necessary to remove the interior release lever trim to access the lower retaining ring for installation. Follow the steps outlined previously for Forester. If the revised hook portion will not fully seat, it will be necessary to gain access to the retaining ring under the carpet. If this is the case then the following steps should be performed. Begin by using a non-marring trim tool to open the screw cover on the release lever trim. Remove the screw located under the cover. Then pull forward on the fuel and / or trunk release lever(s) to remove them (see Figure 3).



- 4) Once the lever(s) are removed you will see a screw rivet that must also be removed (see Figure 4).



- 5) Remove the balance of the trim by lifting up on the rearward portion and sliding it forward off of the lever(s) (see Figure 5).



- 6) Once the release lever trim has been removed, slide your hand under the carpet to support the lower hook retainer. While supporting the lower portion with one hand, insert the revised upper portion until it clicks into place. Confirm that the hook is fully engaged by giving it a sharp tug upward with moderate force.
- 7) Reinstall the release lever trim in the reverse order of the removal. If the release handle(s) appear loose when re-installed, remove them again and apply no more than one wrap of electrical tape to the metal lever and then install the handle(s) again. This should properly secure the handles, but allow them to be removed if needed in the future. Glue or other adhesives should not be used. Ensure that all trim pieces are securely installed and that there are no marks on the trim pieces or surrounding area.

CLAIM REIMBURSEMENT/WARRANTY INFORMATION

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

Labor Description	Operation #	Fail Code	Labor Time
Floor Mat Hook	A913-331	YBV-48	0.2