

**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

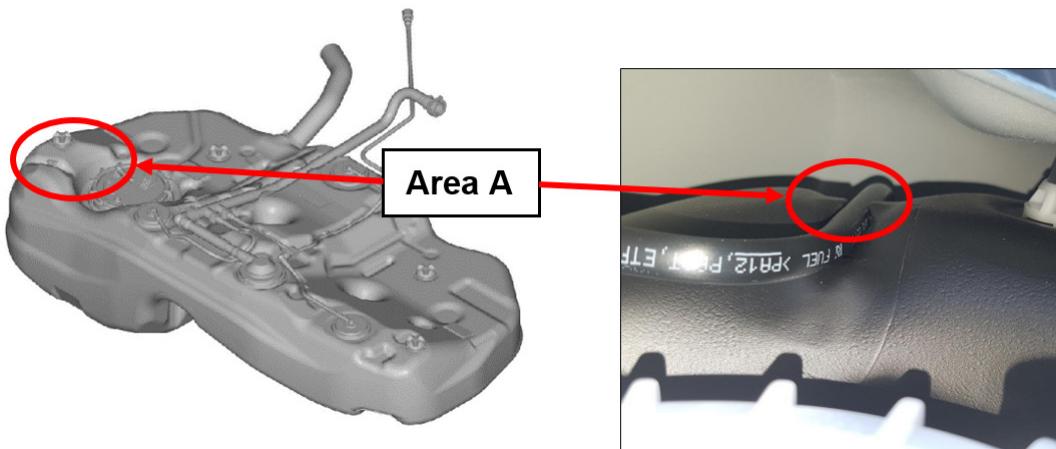
**APPLICABILITY:** 2017-20MY Impreza  
2018-20MY Crosstrek  
2019-20MY Forester

**NUMBER:** 09-71-20  
**DATE:** 03/31/20

**SUBJECT:** Rattle / Buzz -Type Sound from Fuel Pipe at Fuel Tank

### INTRODUCTION:

This bulletin provides a service procedure to address a small number of concerns regarding a rattle / buzz-type sound coming from the fuel tank area. The sound may occur due to a slight deformation of the plastic fuel tank in the area (**Area A** shown in the illustration below) where a plastic fuel delivery pipe is secured. If the tank does not hold the pipe securely, the rattle / buzz may result from clearance between the tank and pipe.



### PART INFORMATION:

An EPT Foam Seal Kit, p.n. **63599AJ010** is required.

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

**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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## SERVICE PROCEDURE / INFORMATION:

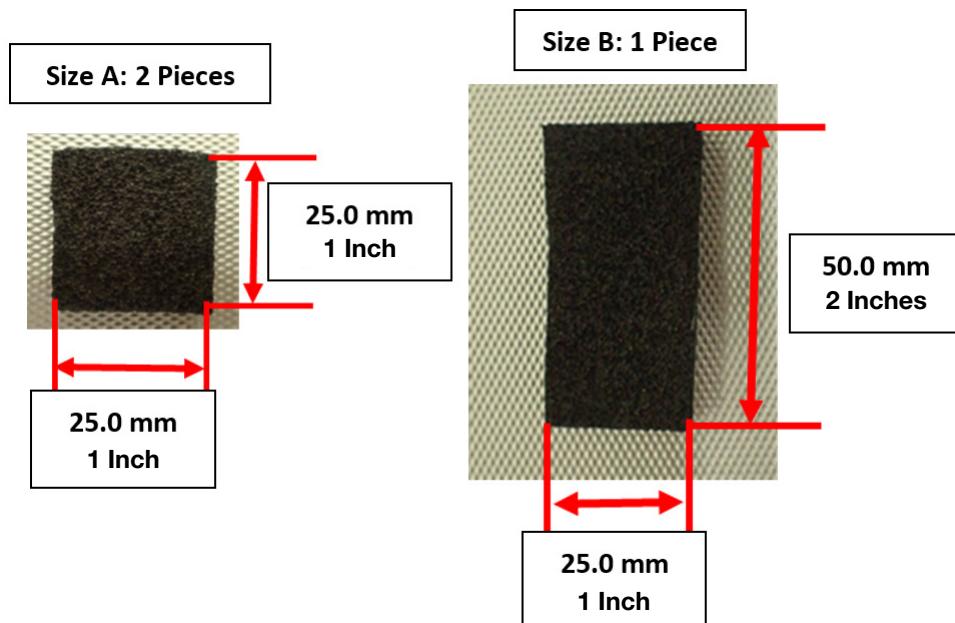
**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

### NOTES:

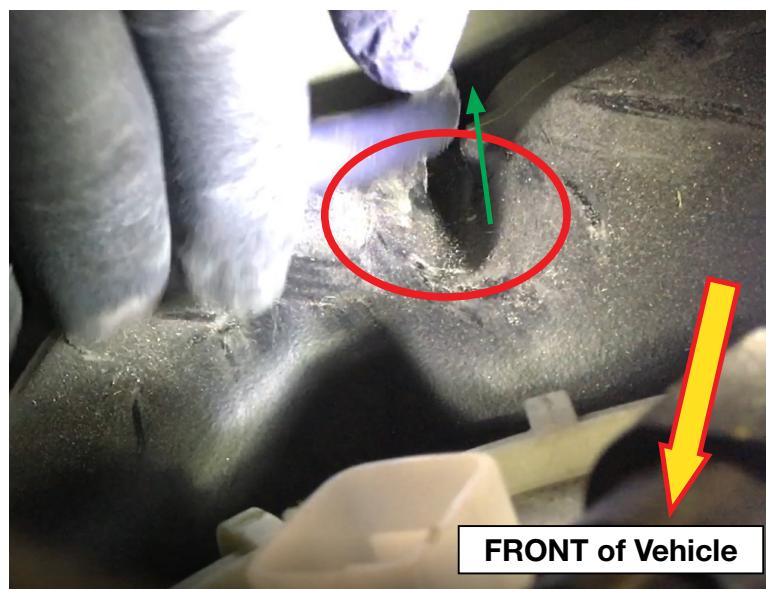
- This procedure can be performed without lowering or removing the fuel tank assembly by removing the rear seat cushion and fuel pump / level sensor access cover.
- If either of the 2 white plastic clips securing the seat cushion to the floor panel come out of the floor along with the seat cushion, they MUST be replaced.

**Step 1)** Remove the rear seat cushion and the fuel pump / level sensor access cover following the procedures in the applicable Service Manual.

**Step 2)** Using the EPT Foam Seal Kit, prepare three pieces (2 pcs. of **Size A** and 1 pc. of **Size B**) of self-adhesive foam as shown in the illustrations below:

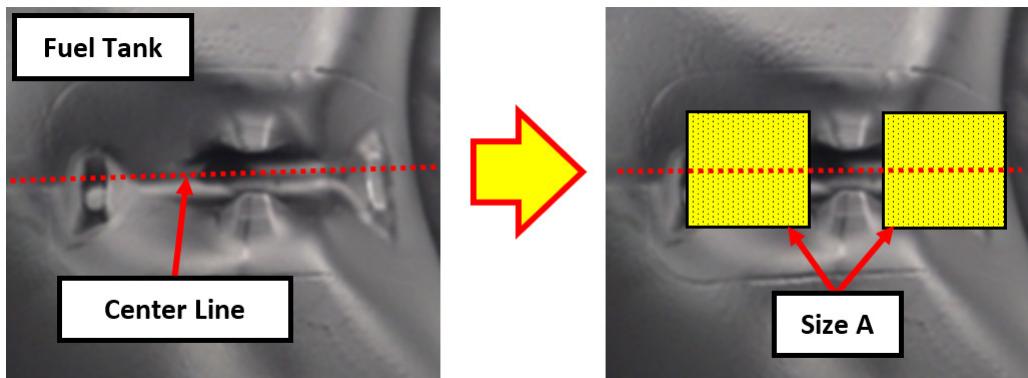


**Step 3)** CAREFULLY remove / disengage the fuel pipe from **Area A** as shown in the photo below.

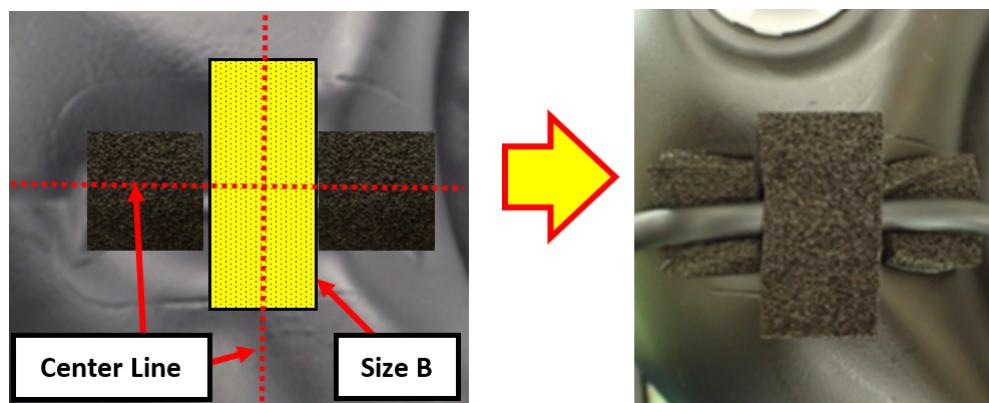


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Using the illustrations and photos below as a guide, thoroughly clean the areas where the **Size A** and **Size B** EPT foam pieces will be applied using isopropyl alcohol on a clean shop cloth and allow to completely dry. Peel the backing and apply the two **Size A** foam pieces.



**Step 4)** CAREFULLY refit the fuel pipe back into position on the tank. Peel the backing and apply the one **Size B** foam piece over top of the fuel pipe and in between the two **Size A** foam pieces as shown below.



**Step 5)** Reinstall the fuel pump / level sensor access cover and rear seat cushion in reverse order of removal to complete the procedure.

#### **WARRANTY / CLAIM INFORMATION:**

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

<b>Labor Description</b>	<b>Labor Operation #</b>	<b>Labor Time</b>	<b>Fail Code</b>
FUEL PIPE TO FUEL TANK RATTLE SOUND REPAIR (Includes noise diagnosis)	A469-251	0.7	HAM-48

#### **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.