

**ATTENTION:**  
 GENERAL MANAGER   
 PARTS MANAGER   
 CLAIMS PERSONNEL   
 SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


QUALITY DRIVEN® SERVICE



**SUBARU**®

**SERVICE BULLETIN**

**APPLICABILITY:** 2008~09MY Tribeca

**NUMBER:** 12-111-09

**SUBJECT:** Second Row Seat and Tailgate Rattles

**DATE:** 04/08/09

**INTRODUCTION**

The purpose of this bulletin is to provide the repair procedure to eliminate rattles from the second row seat and/or tailgate. Keep in mind there are other items that could cause rattles; jack assembly, wiring harness/connectors behind trim panels, sunroof drain hose, seat belts, etc. Road test the vehicle prior to the repair to determine if the noise is coming from the second row seat or tailgate.

**COUNTERMEASURES IN PRODUCTION**

The seat back cables were secured tighter with tie bands towards the end of April, 2008.

The modified hinge covers were used in production towards the end of June, 2008.

The seat hinge “C” washers were used in production in August, 2008.

The rear gate buffers were used in production in November 2008.

The body side buffers were used in production in March 2009.

**Parts Information (Seat)**

Part Name	Part Number	Part Quantity
Cover Hinge, Inner RH	64315XA06BEU (Beige)	1
Cover Hinge, Inner RH	64315XA06BMW (Gray)	1
Cover Hinge, Inner LH	64315XA07BEU (Beige)	1
Cover Hinge, Inner LH	64315XA07BMW (Gray)	1
Tapping Screw M4	904710007	2
Repair Kit Includes: (6 - 1.0mm “C” washers) (6 - 1.5mm “C” washers) (2 – Tie bands)	64119XA03A	1
AeroShell Grease 6	Tube (14.1 oz)	1

**Note:** AeroShell Grease 6 is available online at: [http://aeroshelldirect.com/aeroshell\\_grease.asp](http://aeroshelldirect.com/aeroshell_grease.asp) .

One 14.1 oz tube is enough for 5 vehicle repairs.

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<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b> 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><b>SUBARU OF AMERICA, INC. IS “ISO 14001 COMPLIANT”</b>          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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## Parts Information (Tailgate)

Part Name	Part Number	Part Quantity
Rear Gate Buffer	63112AG100 (right side)	1
Rear Gate Buffer	63112AG110 (left)	1
Body Side Buffer	63112XA00A	2

## **REPAIR PROCEDURE/SERVICE INFORMATION**

The first section will cover the second row seat repair. The second section will cover the rear gate.

**Note:** Use extreme care not to scratch or damage interior trim pieces when handling.

**Note:** Use extreme care not to soil the upholstery.

### **40/60 Second Row Seat Identification**

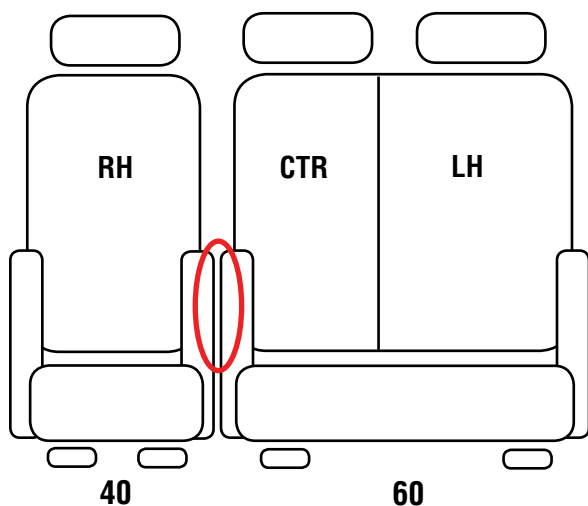
The left side seat consists of two sections, left hand and center, also referred to as 60, i.e. 60%. The right side seat consists of one section, right hand, also referred to as 40, i.e. 40%.

**Note:** The following illustrations are labeled as if you were sitting in the seat.

### **SECTION ONE - SEAT**

#### **(1) Seat Hinge Resin Covers**

Check to see if there is adequate clearance between the resin seat hinge covers located between the left/center and right hand seat. If the resin covers are just rubbing or have very little clearance, they could rattle. If they need to be replaced, hold off for now, they will be replaced later.

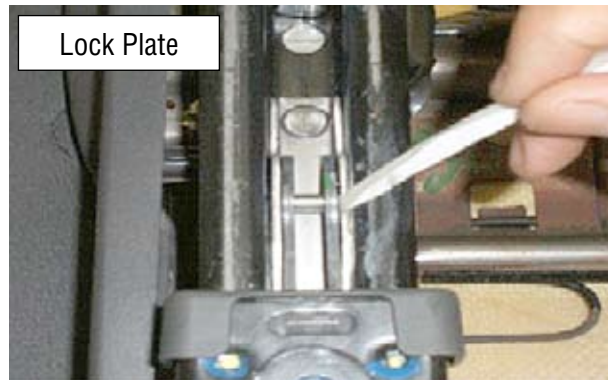


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## (2) Seat Track Lock Plate

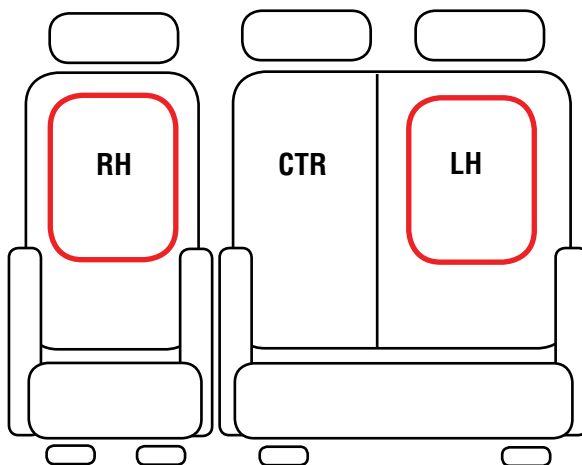
Remove the left/center and right hand seat from the vehicle (refer to the applicable service manual). **Note:** A work bench should be covered with a blanket or suitable cover to protect the upholstery from becoming soiled.

Place one of the seats up side down on a covered work bench. Release both seat rail lock handles and slide the rails all the way to the rear position. You will see the lock plate. If you move the lock plate from side to side you will hear a click type noise. Apply grease to both sides of the plate on both seat rails to eliminate the noise. Repeat the same procedure on the other seat.



## (3) Seat Back Reclining Cable

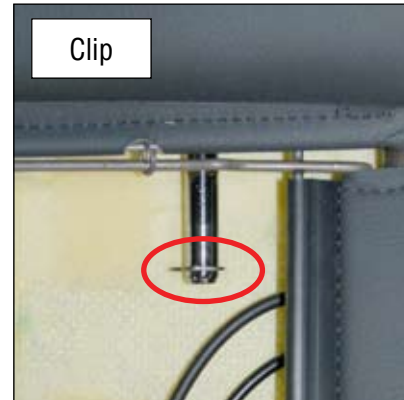
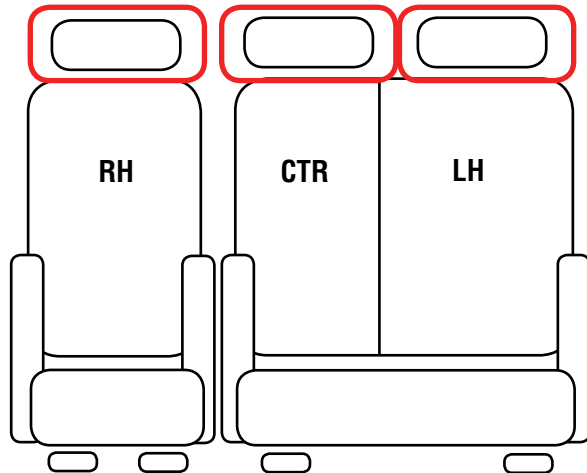
Both the outside (left and right) seats have cables located in the seat back frames for reclining. Reposition the seat upright on the work bench. Remove the backrest back cover (refer to the applicable service manual). The cables have tie bands holding them in place. Check to make sure the cable is secured by the tie bands, tighten if necessary. **Note:** Do not over tighten the tie bands, over tightening will crush the outer sheathing causing the cable to bind. Additional tie bands could be installed if necessary. Repeat the procedure on the other seat.



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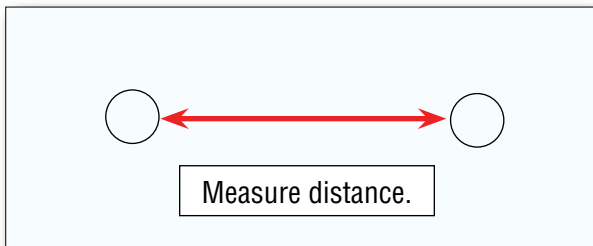
#### (4) Headrest Adjustment

Remove the clip from the headrest post and remove the headrest.

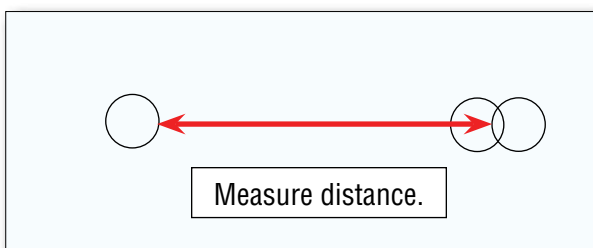


Place the post of the headrest on a white sheet of paper. Trace the post. Spread the post apart 10mm. Retrace and check if the distance between the two posts increased by 10mm. The post may need to be spread more to obtain the 10mm.

Before spreading post.



After spreading post.

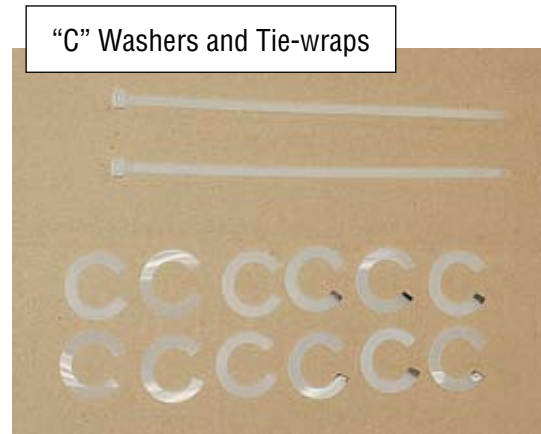
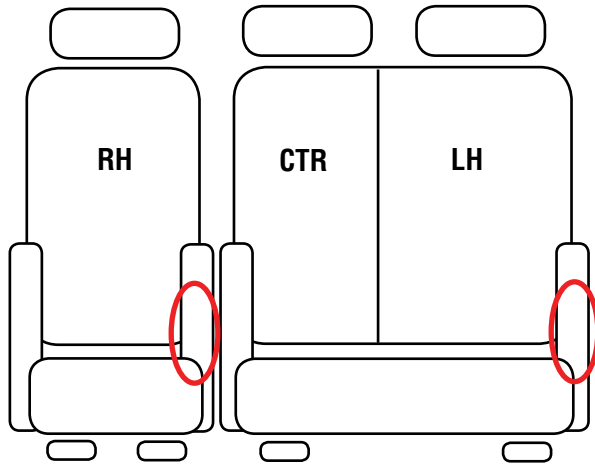


Reinstall headrest and the clip. Repeat procedure for the other two headrests. Reinstall the backrest back covers.

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### (5) Seat Hinge

To eliminate the noise from the seat hinges, “C” washers will need to be installed. **Note:** They are only installed on the left side of each seat.



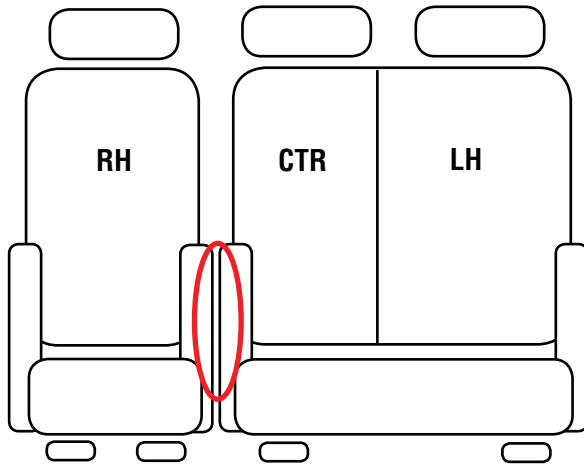
Install as many “C” washers that will fit between the frames on the hinge pin. Use a tie wrap and wrap around the “C” washers to keep them in place. Cut off the excess from the male end of the tie wrap.



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### **(6) Seat Hinge Resin Covers**

If the resin seat covers were found to be rubbing in step 1, now is the time to replace them prior to reinstalling the seats. Note: The new style is secured by a tapping screw, the old style was press fitted.



Reinstall seats (refer to the applicable service manual).

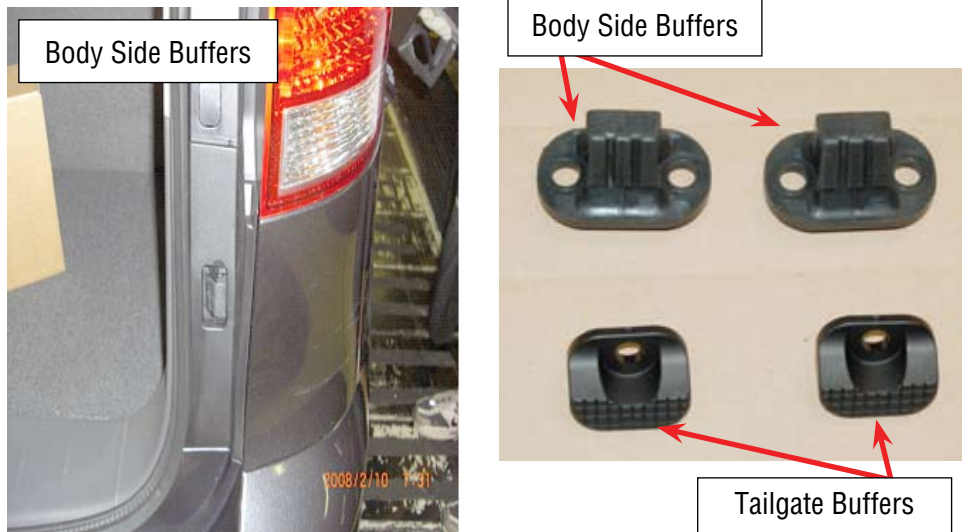
**(7) Road test vehicle to confirm rattles are gone.**

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## SECTION TWO - TAILGATE

### **(1) Tailgate/Body Side Buffers**

Remove the rear combination lamps and the black plastic trim (refer to the applicable service manual). Remove the body side buffers. Install the new style body side buffers. Reinstall trim and combination lamps.



Remove tailgate buffers. Install the new style tailgate buffers.



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## (2) Tail Gate Weatherstrip

There are holes along the inside edge of the tailgate weatherstrip. Apply silicone (spray) within each of the holes. Clean up any excess spray as necessary.



(3) Road test vehicle to confirm rattles are gone.

## WARRANTY/CLAIM INFORMATION

Labor Description	Labor Operation #	Fail Code	Labor Time
Second row seat rattle repair (includes road testing)	A933-618	YLY-25	0.8 hours
Tailgate rattle repair (includes road testing)	A915-378	YMP-25	0.4 hours

**Note:** Use SOA part number SOA635042 to cover the cost of the AeroShell Grease 6 for the second row seat rattle repair.