

2015 Subaru WRX F4-2.0L DOHC Turbo

Vehicle > Technical Service Bulletins

PITCHING STOPPER BRACKET DESIGN CHANGE

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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SUBARU

QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

NUMBER: 12-210-17

DATE: 01/23/17

APPLICABILITY: 2015-2017MY WRX

SUBJECT: Pitching Stopper Bracket Design Change

INTRODUCTION:

As part of Subaru's dedication to customer satisfaction, Subaru of America, Inc. (SOA) is announcing a Pitching Stopper Bracket Warranty Extension program which extends warranty coverage for 2015-2017 WRX models manufactured up to June 6, 2016 and sold or leased in the United States. The specific condition covered by the warranty enhancement is cracking or breakage of the pitching stopper bracket. If that condition is verified, the bracket should be replaced following the procedures outlined below.

A warranty extension of two (2) years, 24,000 miles will be added to these vehicles' original three (3) year, 36,000-mile New Car Limited Warranty to extend coverage for the above listed condition only. The total coverage period for the Pitching Stopper Bracket Warranty Extension is five (5) **years from the warranty start date or 60,000 miles, whichever occurs first.**

In addition, effective with the mailing of the customer letters through January 23, 2018, all affected vehicles, **regardless of mileage and warranty start date**, will be covered. Inspections and repairs must be completed prior to the January 23, 2018 expiration date. For those vehicles beyond the five (5) year, 60,000-mile coverage period, retailers must contact the Subaru Claims Helpline prior to claim submission at 1-866-SUBARU2 (1-866-782-2782).

The condition must be verified during an inspection by an authorized Subaru retailer. SOA will inform vehicle owners this condition may exist via a customer letter. For vehicles within the coverage guidelines listed in this bulletin, customers can schedule an appointment with an authorized Subaru retailer should the described condition occur. The necessary repair will be performed at no charge to the customer.

Please note: The Pitching Stopper Bracket is subject to the same terms and conditions set forth in the New Car Limited Warranty unless expressly modified by terms outlined in the Customer Notification Letter.

CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS. SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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.

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.

The following information outlines a procedure for replacing the pitching stopper bracket on 2015-2017 WRX models. The specific condition involves cracking or breakage of the pitching stopper bracket as shown below. If verified, the bracket must be replaced following the procedure below.



PRODUCTION CHANGE INFORMATION:

The new pitching stopper bracket was incorporated into production June 6, 2016 starting with VIN: **H*808955**.

PART INFORMATION:

The part number for the new pitching Stopper bracket is: **51234VA0809P**. The new bracket is easily identified as the thickness of the material used has been changed from 1mm to 2mm. There is also a 7/16" hole near the top on the driver's side of the bracket above the weld nut for identification.



SERVICE PROCEDURE / INFORMATION:

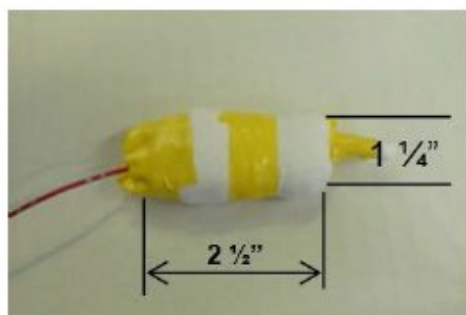
NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding. See sample inquiry result below. In addition, the VIN should always be checked for any open campaigns or recalls at this time.

EXTENSIONS							
COVERAGE	REASON	ADD'T'L MONTHS	ADD'T'L MILES	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE	USER
WC	P&B	24	24,000	XXXXXXXX	XXXXXXXX	XXXXXXXX	SADMIN

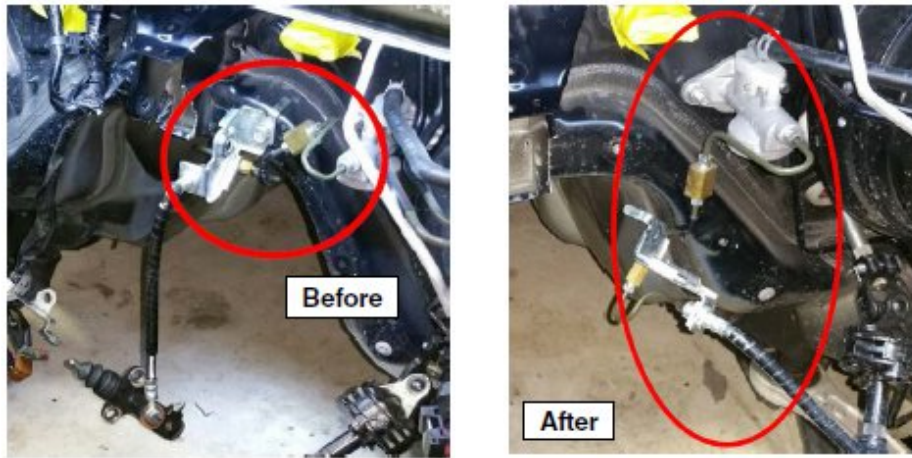
VERY IMPORTANT: This repair involves welding procedures and paint refinishing work to be performed outside the vehicle cabin. If a failure (as shown in the Introduction) or cracking of the pitching stopper bracket is confirmed, it **MUST** be replaced. Unless your Service Department has their own in-house Body Shop, these repairs must be sublet to a certified Body Shop who will be better suited to handle this type of repair. It cannot be over-emphasized that any and all of the proper precautions to protect the exterior and interior of the vehicle **MUST** be taken. From grinding sparks generated during the preparation steps to actual welding-related hazards like (but not limited to) sparks, hot weld spatter, and paint over-spray, it is imperative every precaution is taken to protect the windshield glass and surrounding painted surfaces from these hazards as they can easily be damaged if left uncovered.

- After confirming pitching stopper bracket replacement is required, the engine and transmission assembly must be removed following the procedures outlined in the applicable Service Manual.

NOTE: If a new-style bracket is already in place, caution must be used on CVT-equipped models when removing the transmission to protect the insulator cover. The recommendation is to make a "cushion" using a shop cloth, tape and a piece of wire to go in between the top of the CVT and the transmission tunnel as shown. The cushion should be at least 15mm thick when crushed and the wire can be fed through a hole in the bracket to keep it in place.



On manual transmission-equipped vehicles, remove the clutch slave cylinder hydraulic line bracket and SLIGHTLY loosen the hydraulic line flare nut to allow the assembly to be pivoted out of the way. Always re-tighten the flare nut.



IMPORTANT: Always cover any open A/C and heater core connections (yellow tape in the photos).

- The recommended method for removing the existing bracket spot welds is a small belt sander / grinder as shown in the photo below. This tool provides a high level of control for removing only as much material as needed to release the original welds while minimizing heat transfer to the bulkhead sheet metal.



- After the original bracket has been removed, prepare the mating surfaces of the new bracket by removing the e-coat from both sides of the new bracket along with any remaining weld residue from the bulkhead. Drill 3/16" holes in the new pitching stopper bracket at locations 5 through 11 (as shown below on pg. 6) to accept the new welds.

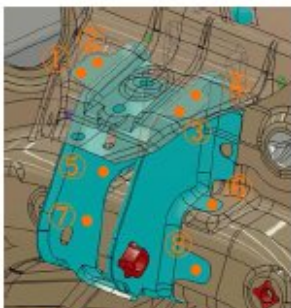


IMPORTANT: Before welding, the new bracket must fit solidly against the bulkhead with no gaps between them.

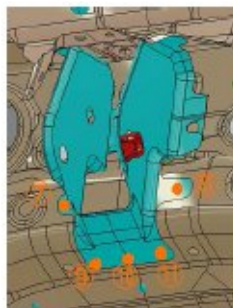
- Mask off the area surrounding the repair. When complete, application of a weld-through corrosion recurrence preventative (e.g. 3M part number 05917 or equivalent) to the weld areas is strongly recommended as shown in the photo below.



- Use the weld points shown as orange dots in the illustrations below as a guide for the eleven new welds.



TOP / FRONT VIEW

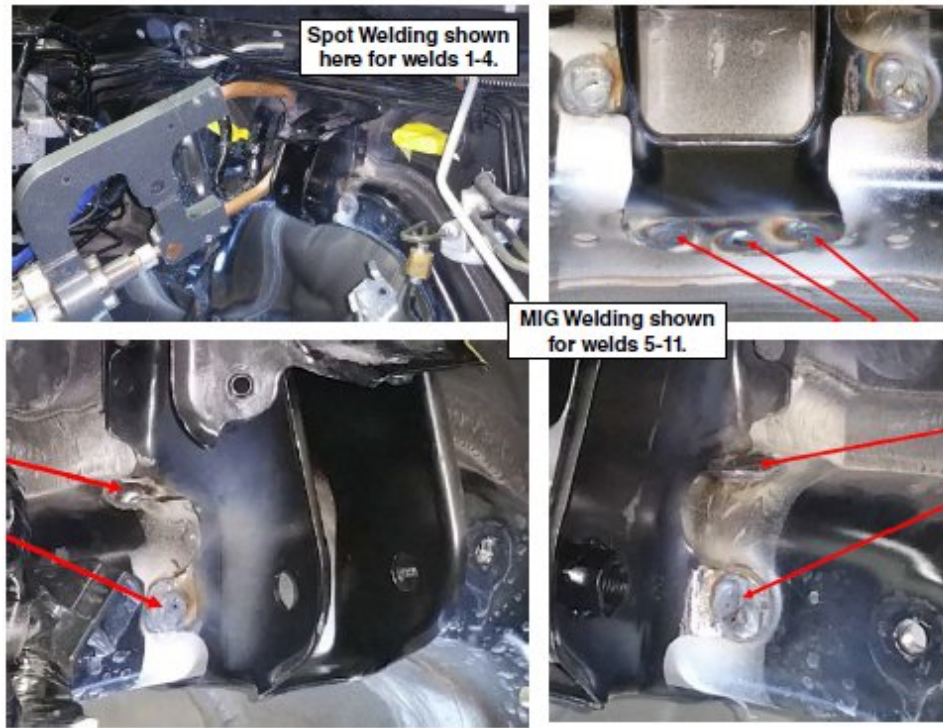


BOTTOM VIEW

- Additional reference photos showing the welding points (5-11) are provided below.



- For the top 4 welds (welds 1-4), spot welding is recommended whenever possible as shown. In addition to having better control over the amount of heat being used, a spot welder will better replicate welds used during assembly. The recommended welding process for welds 5-11 is MIG (GMAW), Metal Inert Gas (or wire-feed). In order to minimize heat transfer and the affected weld zone, the new lower welds should be short duration or “plug” welds with good penetration to secure the new bracket to the bulkhead as opposed to a continuous weld bead which will most likely apply too much heat to the work.
- Remove the masking, confirm final fit and alignment of the new bracket is correct (no gaps) and proceed with welding.



- When complete, clean any scale and / or sharp edges from the new welds. Prepare / mask the repair area for corrosion protection and refinishing using normal procedures.



- When refinishing is complete, reinstall the engine and transmission in reverse order of removal following the procedures outlined in the applicable Service Manual.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by this Pitching Stopper Bracket Warranty Extension, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
WRX PITCHING STOPPER BRACKET INSPECTION ONLY, NO REPAIR REQUIRED	A905-480	0.2	OCE-01
WRX PITCHING STOPPER BRACKET REPLACE	B905-486	7.3 M/T MODELS	
		7.5 CVT MODELS	

PITCHING STOPPER BRACKET PAINT / REFINISH	C995-481	1.0
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3

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.