

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

SERVICE BULLETIN

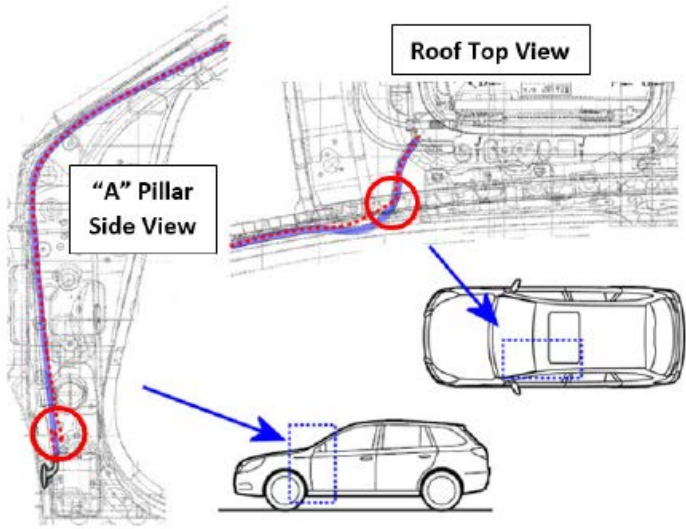
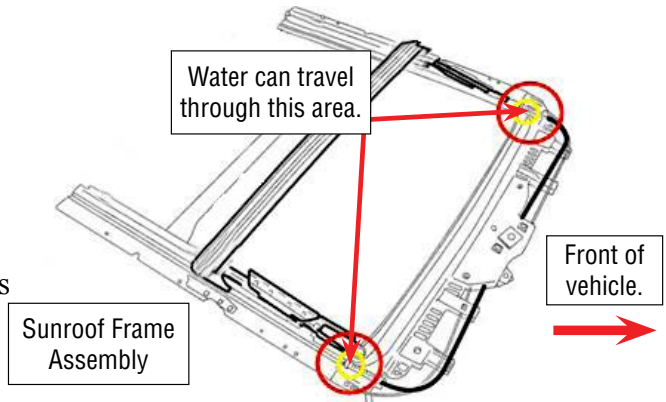
APPLICABILITY: 2010~2013MY Legacy and Outback equipped with Sunroof
SUBJECT: Water Leak from the Map Light Area

NUMBER: 12-117-10R
DATE: 03/30/10
REVISED: 08/28/17

INTRODUCTION

If you encounter a customer complaint of water leaking into the interior of the vehicle from the map light area, the following 2 areas should be inspected closely for a potential source or cause:

- The leak could be caused by water leaking past the sunroof cable mechanism. To remedy the condition, silicone sealer will need to be carefully applied to both of the front end caps.
- One or both of the sunroof drain tubes may be kinked or restricted causing water accumulated in the frame assembly to overflow and leak into the interior.
- Refer to the repair procedures listed below for the associated Service Procedures.



The Sunroof drain hose(s) may be kinked in the circled areas.
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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"

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.

PARTS INFORMATION

PART DESCRIPTION	SOA ITEM NUMBER	QUANTITY
3M™ Ultrapro™ High Temp Silicone Gasket 08672 Black 3 oz.	SOA868V9610	1

SERVICE INFORMATION/PROCEDURE

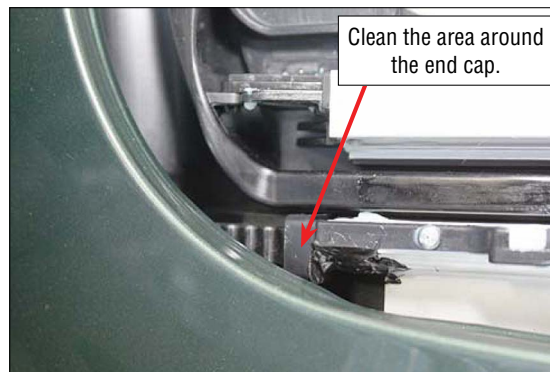
Drain Hose(s) Kinked / Blocked:

- Open the sunroof completely and water test each drain by **carefully** pouring water into the front corner areas of the sunroof frame where the drain hoses connect. The water should flow freely through the drains and hoses as it is poured, exiting the vehicle at the base of the corresponding side “A” pillar area. If a drain or hose is blocked or clogged, **careful** application of compressed air may free the restriction. If a drain hose is determined to be kinked or the blockage cannot be cleared, replace it following the procedure in the applicable Service Manual.

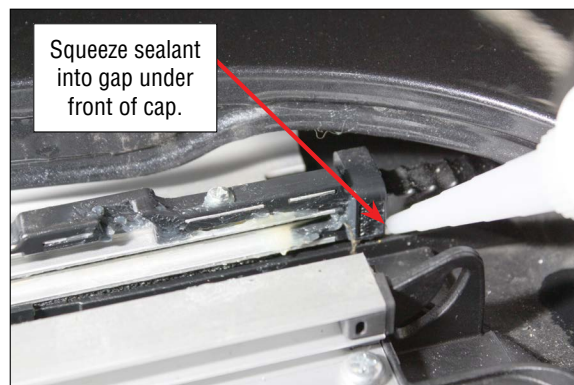
IMPORTANT: Always retest and confirm proper drainage / flow after any repairs are made.

Resealing the End Caps:

- 1) Confirm the water leak as reported.
- 2) Open the sunroof fully (glass panel all the way back).
- 3) Carefully push and hold the sunroof air deflector down to gain access. The deflector will need to be held in that (down) position while performing this procedure.
- 4) Clean any dirt and/or grease in the area around both of the front end caps of the sunroof cable.

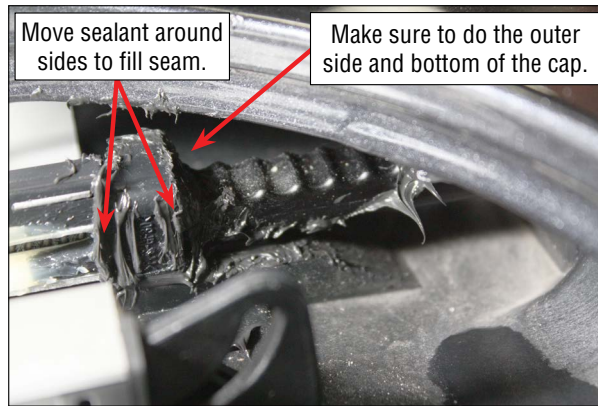


- 5) Apply sealant under the front of the end cap ensuring that the silicone is filling the gap.
NOTE: Make sure the nozzle being used is small enough to apply sealant into the gap.



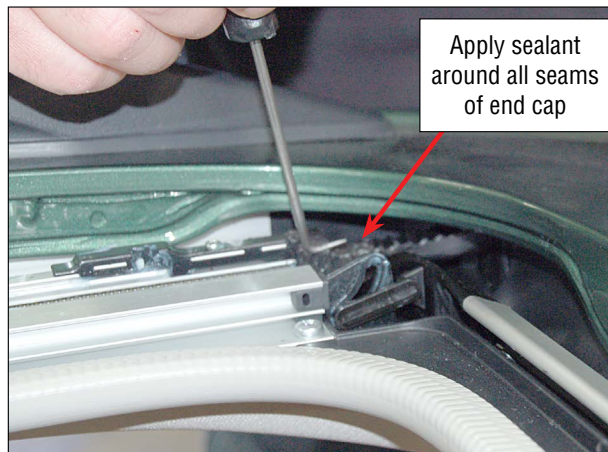
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- 6) Using a right-angled pick tool (pictured below) or equivalent, move a small amount of the sealant around both sides and along the bottom of the end cap to ensure the seam is filled.



- 7) Apply additional sealant on the front and rear sides and top seams of the end cap. Use the pick tool to smooth the sealant as you apply it. Make sure the sealant covers all seams of the end cap. Use a mirror if necessary to verify all seams are covered.
NOTE: Be careful not to apply too much sealant as this will add to cleanup.

- 8) Perform this procedure to the end caps on both sides of the sunroof.



- 9) Operate the sunroof air deflector manually and remove any excess sealant material.
- 10) Allow plenty of time for the sealant to cure fully.
- 11) Perform water testing to recheck for leaks.

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	Labor Operation #	Failure Code	Labor Time
BOTH SUNROOF END CAPS RESEAL *	A914-118	XJG-48	0.7
*Use A914-118 when drain hoses are clear and only repair needed was re-sealing end caps.			
ONE FRONT DRAIN TUBE- BLOCKAGE CLEARED	B850-983	XJG-48	0.6
ONE DRAIN TUBE- BLOCKED KINKED, R&R	C850-993		0.3
BOTH SUNROOF END CAPS RESEAL	C914-154		0.2
Depending on the repairs made, operation # B850-983 can be used alone or combined with one or more of the listed "C" operations.			
BOTH FRONT DRAIN TUBES- BLOCKAGE CLEARED	B850-984	XJG-48	0.7
BOTH DRAIN TUBES- BLOCKED KINKED, R&R	C850-994		0.6
BOTH SUNROOF END CAPS RESEAL	C914-154		0.2
Depending on the repairs made, operation # B850-984 can be used alone or combined with one or more of the listed "C" operations.			

Note: Use part # SOA635017 for the sealant. This part # is non-orderable and used for claim purposes only.

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.