

- 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 INFORMATION BULLETIN

APPLICABILITY: 2019-21MY Ascent

NUMBER: 12-316-21

SUBJECT: Rear Door Weatherstrip- Design Change

DATE: 04/05/2021

INTRODUCTION:

This Service Information Bulletin announces changes made to the rear door weatherstrip to optimize their water sealing performance.

PRODUCTION CHANGE INFORMATION:

This bulletin will be revised with starting VIN information for the new weatherstrips when it becomes available.

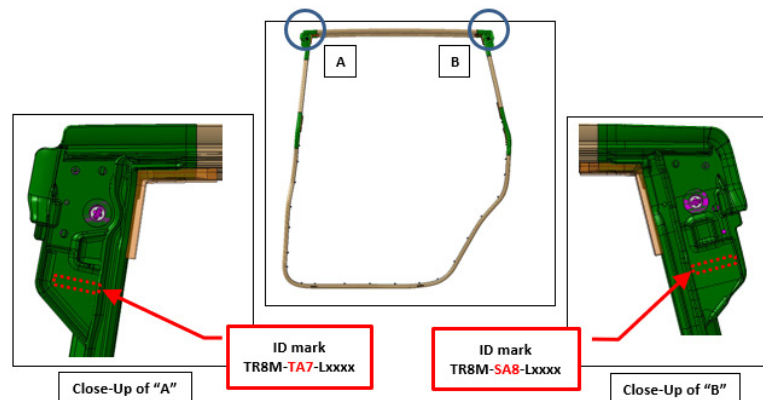
PART INFORMATION:

Description	Part Number	Application
WEATHER STRIP-REAR DOOR	63512XC00D	RIGHT REAR
	63512XC01D	LEFT REAR

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

Identifying The New Weatherstrips:

The new weatherstrips have identification markings near the upper corners as shown below:



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.

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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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Tools Required:

- Plastic trim tool



- Pair of wire cutters taped to protect the vehicle finish as shown OR a small trim clip removal tool as shown below (e.g. Snap On ASG185B, also taped)



- 1/4 or 3/8 drive 10 mm socket, ratchet & Torque Wrench

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for weatherstrip replacement remain unchanged. Always refer to STIS and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time, every time.

- Remove the 10 mm hex bolt securing the door checker to the body side of the door jamb. This bolt has to be removed as the weatherstrip positioned between the checker and the door hinges. Once this bolt is removed, use **CAUTION** when moving the door to avoid over-extending which will cause damage. It is also strongly recommended to avoid working in windy areas.
- Using the plastic trim tool, insert between the door frame and weatherstrip then **CAREFULLY** twist it to release the 2 molded-in weatherstrip retaining clips as shown below. One clip is located at the top rear corner, the other in the top front corner.



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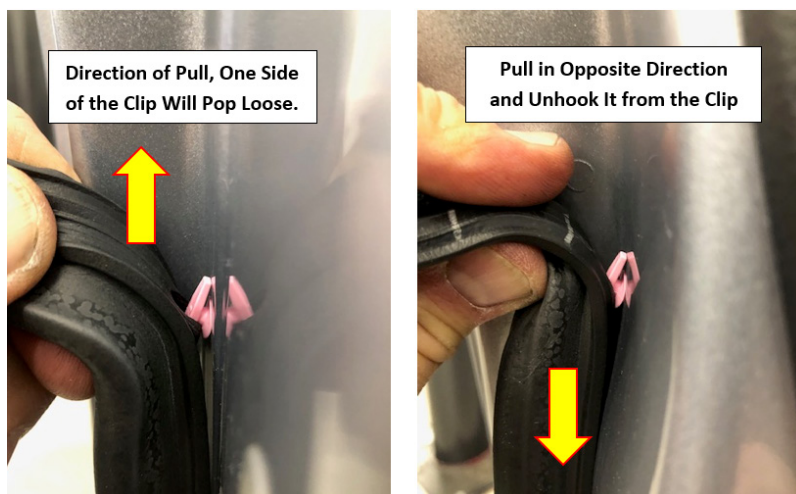


HELPFUL TIPS:

- ✓ Use a corner as the starting point for both the removal of the original and installation of the new weatherstrip.
- ✓ While removing the original weatherstrip, take note of how it is tucked into the channels at the top and back edges of the window frame to make installation easier.

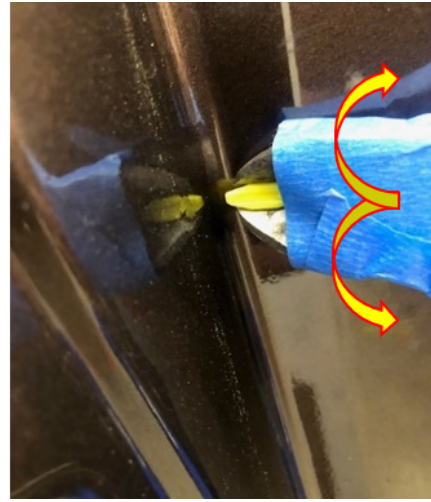
VERY IMPORTANT: The holes in the doors for these 2 clips are square. When installing the new weatherstrip, always confirm the retaining clips are properly aligned with the square holes **BEFORE** trying to push them into place. The clips are not serviceable separately and can crush or break if caution is not used when installing them.

- Remove the original weatherstrip from the retaining T-clips securing it by **CAREFULLY** pulling the weatherstrip in one direction only enough to release it from one side of the “T” then unhooking it off the other side as shown in the sequence below. The replacement weatherstrips come with new T-Clips already installed.

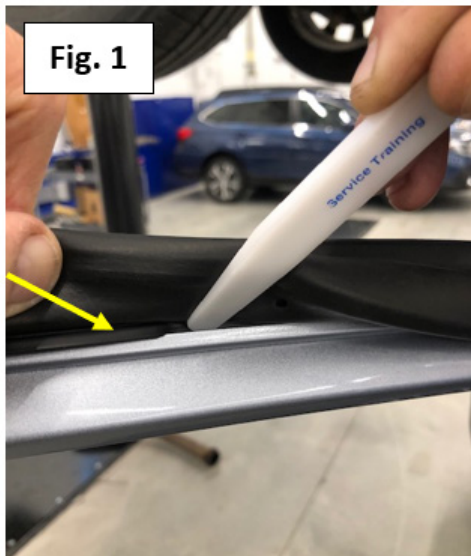


- Pull the rest of the weatherstrip from the channels at the top and upper front edge of the door.
- Use the taped wire cutters or trim clip removal tool to **CAREFULLY** remove the T-Clips. When cutters are used, use caution to not cut the clips by squeezing too tight. “Rock” the cutter side to side or (if a trim clip tool is being used) pry to release but not break them. Any broken clips must be retrieved from inside the door to avoid possible rattle concerns.

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- As shown earlier, start in the upper front corner when installing the new weatherstrip. **REMINDER:** Make sure the 2 molded-in retaining clips are properly aligned with the square holes in the door frame **BEFORE** pressing them into place.
- With the top front corner locked in place, start working the new weatherstrip into the channels along the top and upper front edge of the door **CAREFULLY** using the trim tool as shown below in (Fig. 1). Fig. 2 shows the trim tool being used to tuck the outer lip of the new weatherstrip under the molding of the door frame. **Do not overlook this important step.**



- After confirming alignment with the square hole in the door, press the front molded-in retaining clip into place.
- Make sure all the new weatherstrip's T-Clips align with their respective holes **BEFORE** starting to push them into place. Removing them without damaging them to re-position the new weatherstrip **SHOULD** be avoided. When all are installed, as a final check, go back over each one by lightly tugging on the weatherstrip as shown here to confirm the clips are fully seated tight against the door frame.
- Reinstall the door checker hex bolt, torque to 33Nm (24 ft. lbs.) to complete the procedure.

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WARRANTY / CLAIM INFORMATION:

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

Labor Description	Labor Operation #	Labor Time	Fail Code
DOOR WEATHERSTRIP R&R	B914-701	0.3	WAK-29
EACH ADDITIONAL DOOR WEATHERSTRIP R&R	C914-705	0.2	

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.