

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: All Models

NUMBER: 12-227-21

SUBJECT: Wiper Blade Cleaning Procedure

DATE: 10/20/21

INTRODUCTION:

This Service Information Bulletin outlines the cleaning procedure for windshield wiper blades to address instances of a juddering-type motion during operation. Follow the procedures outlined below if this characteristic is experienced with the front and/or rear wiper/washer system.

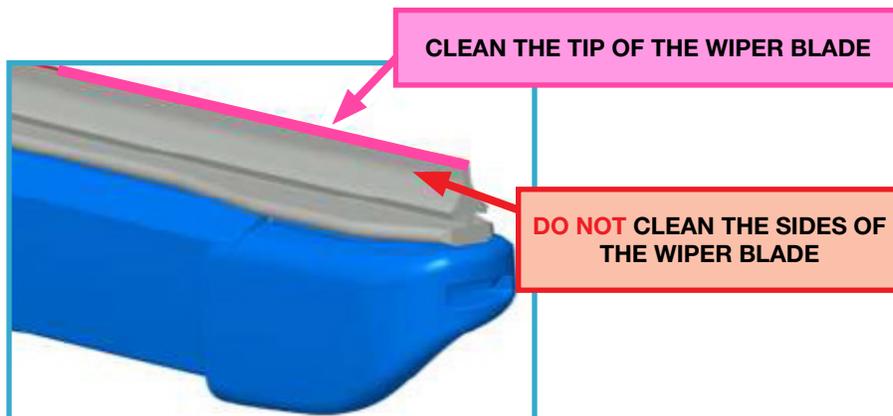
SERVICE PROCEDURE / INFORMATION:

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

STEP 1) Inspect the rubber portion of the wiper blade for any hardening, deformation, or damage. If found, replace the affected wiper blade. Refer to the applicable Subaru Service Manual: Body & Electrical/WIRING SYSTEMS > WIPER AND WASHER SYSTEMS > Wiper Blade.

STEP 2) Clean the **tip** of the blade using a soft cloth or paper towel dampened with windshield washer fluid or mild synthetic detergent such as dish soap solution or Simple Green®.

- **DO NOT** clean the sides of the wiper blade, doing so may remove the protective coating from the rubber and/or accelerate the deterioration of the material.
- **DO NOT** use an organic solvent-based cleaning fluid such as acetone or hexane, as they can cause damage to the rubber material.



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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STEP 3) After cleaning the blade tip, confirm the rubber wiper material is secure to the wiper arm.

STEP 4) Perform a function test of the wiper/washer system. If any shuddering or insufficient wiping (streaking, smearing) occurs.

A. Inspect the wiper arm for any deformation and confirm all moving parts operate with little resistance.

B. Remove any oil film and/or dirt from the glass. Clean the glass using a soft cloth or sponge with glass cleaner. If a powder-type glass cleaner is used, it **MUST** be completely dissolved in water.

STEP 5) Perform a function test of the wiper/washer system.

IMPORTANT NOTE: Never test wiper function on a dry windshield. Always be sure to wet the glass with water or washer fluid before testing the wipers. Re-apply water or washer fluid as needed during the test to maintain a film on the windshield.

If there is no improvement, replace the affected wiper blade. Refer to the applicable Subaru Service Manual: Body & Electrical/WIRING SYSTEMS > WIPER AND WASHER SYSTEMS > Wiper Blade.

WARRANTY / CLAIM INFORMATION:

No changes have been made to the Warranty Labor Time Guide for this procedure.

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.