

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: 2010-12MY Legacy and Outback Models
 2009-12MY Forester Models
 2008-12MY Impreza, WRX and STI Models

NUMBER: 12-144-13
DATE: 02/07/13

SUBJECT: Front Door Glass Does Not Close Properly

INTRODUCTION

This Bulletin provides an inspection and repair procedure to address a misalignment of the rear upper and lower window sash which may cause the front door glass to bind or move slowly when opening or closing. This condition may also cause erratic operation of the power window Auto-Up feature (if equipped). In some cases, when closing the window, the system may mis-interpret the binding condition and activate the pinching hazard prevention feature and reverse the motor’s direction.

COUNTERMEASURE IN PRODUCTION

A countermeasure was made to the alignment of the upper and lower sash and was incorporated into production starting with the following VINs:

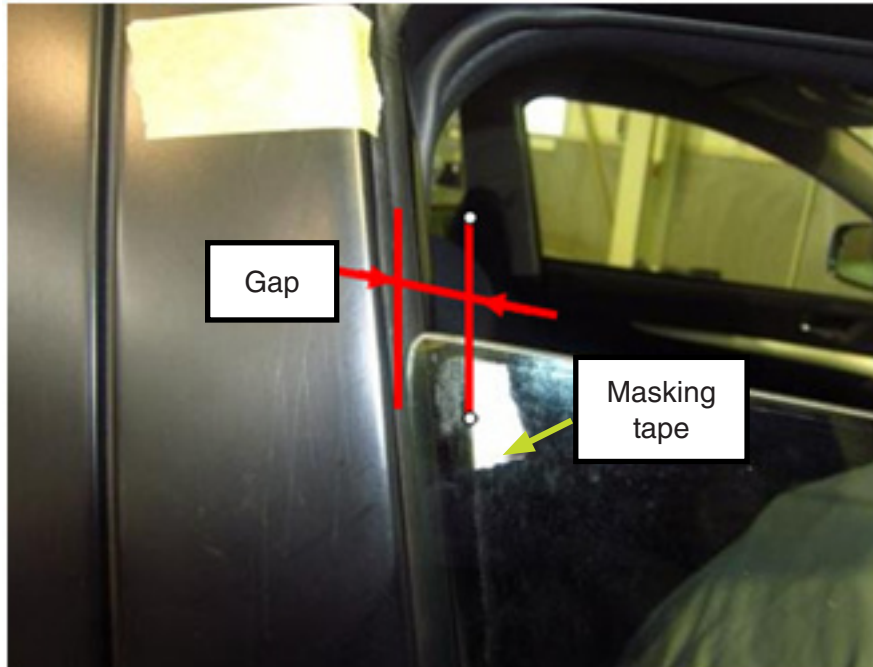
VEHICLE	MODEL	STARTING VIN NUMBER
Legacy	4-Door	C*022528
Outback	5-Door	C*248262
Forester	5-Door	C*438933
Impreza, WRX	4-Door	C*016425
	5-Door	C*218832
STI	4-Door	C*016428
	5-Door	C*218835

SERVICE PROCEDURE / INFORMATION

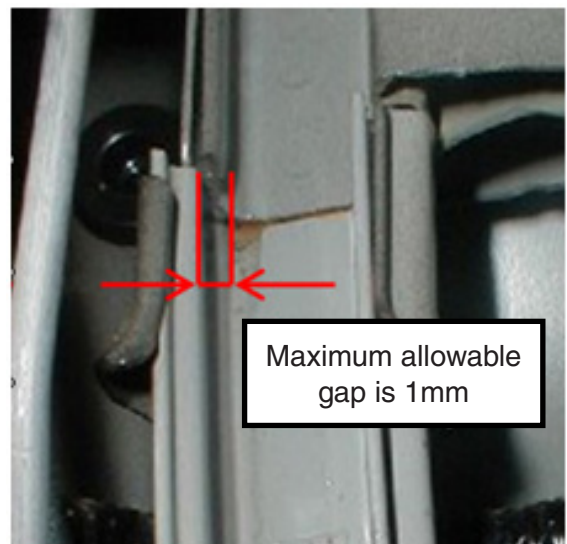
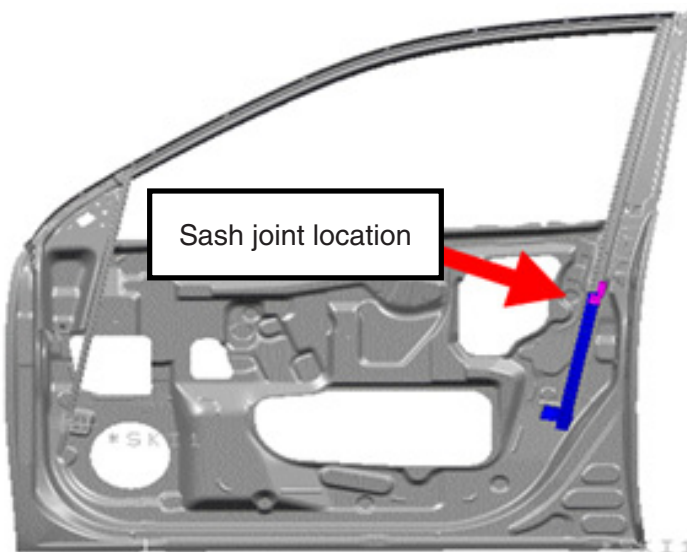
- Determine if the front door glass is tilting forward when opening. With the window fully closed, put a piece of masking tape vertically on the glass near the top corner parallel to and against the rubber weather stripping (glass run channel). Lower the window a couple inches then see if the masking tape has moved away from the run channel creating a gap as shown in the photo below. If a gap is verified, the joint between the upper and lower window sash will need to be inspected for a misalignment condition causing the glass to bind in the run channel.

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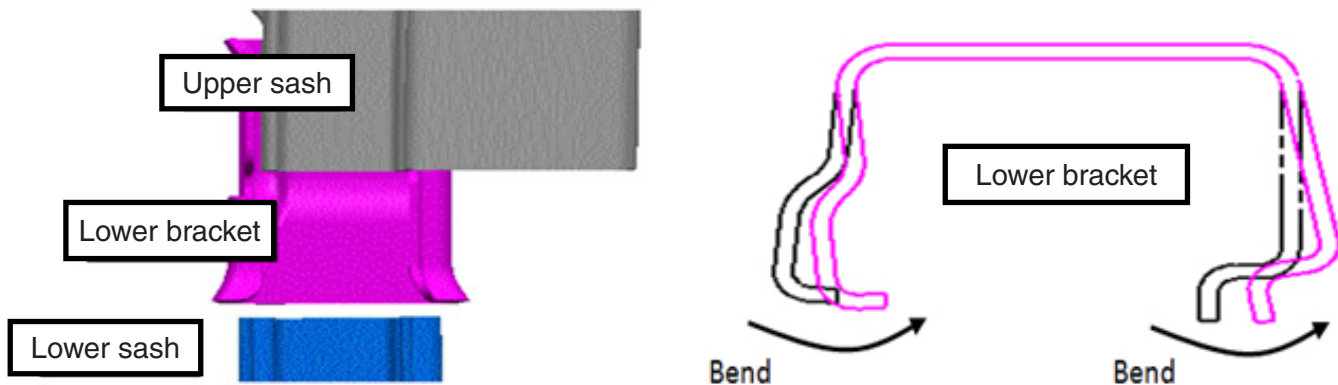


- **CAREFULLY** remove the door trim panel, vapor barrier, door glass, run channel and window regulator / motor assembly following the procedures in the applicable Service Manual.



- Inspect the sash joint as shown in the photo above, right. If the gap is found to be more than 1mm, the lower sash will need to be removed and the flanges on the lower bracket re-shaped with pliers as shown below, right. Making small changes at a time then trial fitting after each will provide the best results.

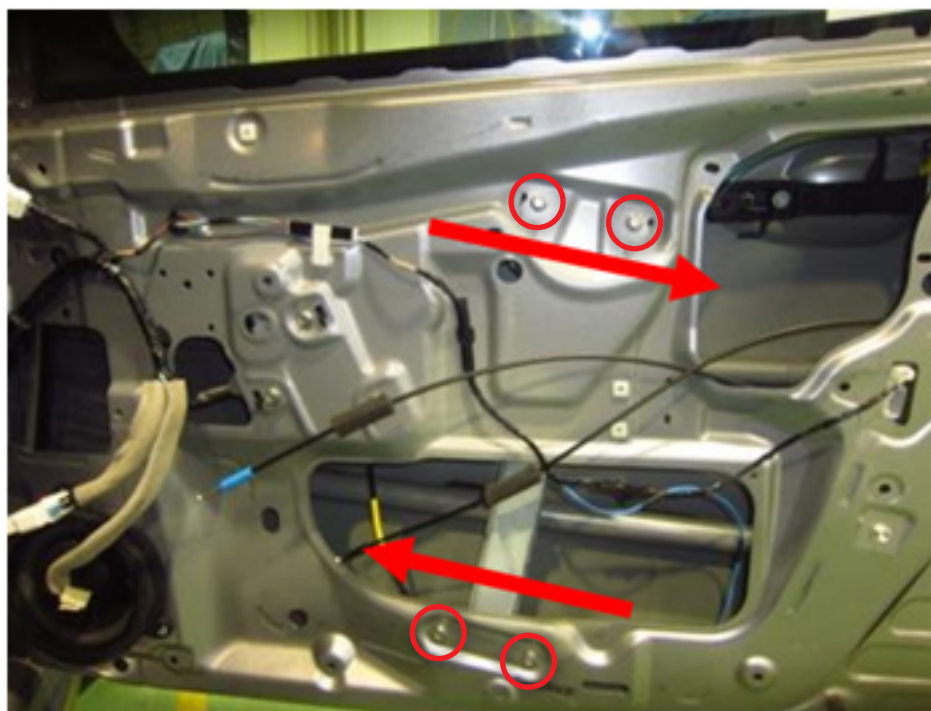
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- Once the lower bracket flanges have been re-shaped and the gap reduced to .5mm or less, re-install the lower sash.
- Confirm there is no free play between the sash and the lower bracket which could cause a rattle.
- **REPLACE** the rubber glass run channel with a new part as the original may have become deformed or damaged by the prior excessive gap (binding) condition.

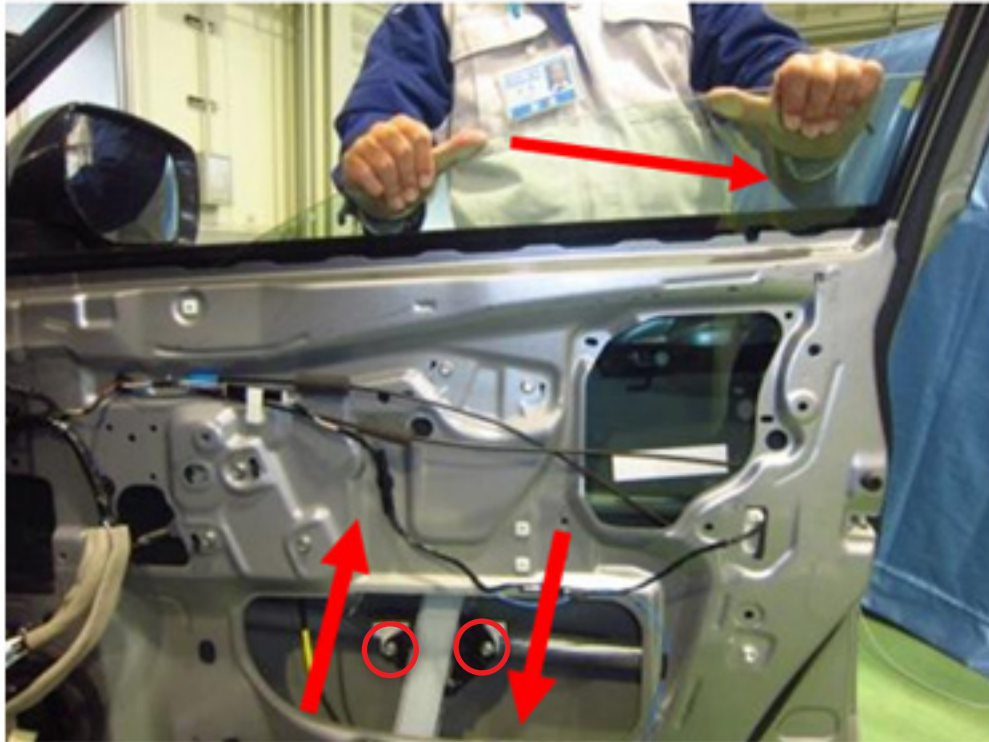
NOTE: Remove the door mirror to allow the new glass run channel to be properly secured.

- Re-install the regulator / motor assembly but do not tighten the retaining bolts. Once all 4 bolts are in place, tighten them while holding the regulator / motor assembly in the leaning backward position as shown in the photo below. Tighten then torque the bolts to 7.5 Nm (5.5 ft. lbs.).



- Next, re-install the window glass and attach it to the regulator / motor assembly. Utilizing the same method used when installing the regulator / motor assembly, hold the glass in the leaning backward position as shown in the photo below. Torque the 2 bolts to 7.5 Nm (5.5 ft. lbs.).

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- Before re-installing the vapor barrier and the door trim panel, confirm the power window operates normally. Once the re-assembly is complete, check the operation again before releasing the vehicle.

WARRANTY / CLAIM INFORMATION

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

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
Right Front Door Glass Binding Repair	A914-601	SLB-48	0.6
Left Front Door Glass Binding Repair	A914-602		0.6
Both Front Door Glass Binding Repair	A914-604		1.1