

- 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: 2023MY BRZ

NUMBER: 12-250-23

SUBJECT: Rushing Wind Sounds from Front Door(s)

DATE: 07/10/23

INTRODUCTION:

This bulletin announces a design change made to the front door partition glass. The run channel section of the front door partition glass has been fitted with an additional rib reducing the clearance between the glass and molding. This change has been introduced to address isolated cases of a wind-type sound from the partition glass area. If a wind-type noise is detected in this area, follow the service procedures outlined in this bulletin.

PRODUCTION CHANGE INFORMATION:

The new front door partition glass has been incorporated into vehicle production as per the table below.

Model	Starting VIN
BRZ	P9702978

PART INFORMATION:

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

Part Description	Part Number
GLASS-FRONT DOOR,PARTITION,RIGHT	61011CC201
GLASS-FRONT DOOR,PARTITION,LEFT	61011CC211

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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TESTING PROCEDURE:

1. After verifying the customer concern, apply masking tape on the right or left run channel section of the front door partition glass as shown in the image to the right (one side at a time).
2. Road test and determine if any wind-type sounds can be duplicated. If duplicated, the front door partition glass is **NOT** the fault and further diagnosis will be required. If **NOT** duplicated, the affected front door partition glass will require replacement.



IMPORTANT: The front door partition glasses do not have to be replaced in pairs. **ONLY** the affected side(s) requires replacement.

SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front door partition glass replacement remain unchanged. Always refer to the applicable Service Manual 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. This includes but is not limited to important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

Refer to STIS: [Body & Electrical/WIRING SYSTEM > GLASS/WINDOWS/MIRRORS > Front Door Glass](#)

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
DOOR GLASS R&R	B914-511	0.6	WAE32
PARTITION GLASS &/or MOLDING R&R	C914-410	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.