

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:** 2010MY Outback  
**SUBJECT:** Sunroof Binds When Opening

**NUMBER:** 12-122-10R  
**DATE:** 08/03/10  
**REVISED:** 06/06/12

**INTRODUCTION**

**This bulletin is only applicable to 2010MY Outback models. Do not attempt to perform this procedure on any other model year/model, which includes Legacy. Damage as result of performing this procedure on other vehicles is not a matter for warranty.**

If you encounter a customer complaint that the sunroof binds when opening, there is the possibility that the sunroof is binding on the roof flange. To remedy the condition refer to the service procedure listed. Please note that this repair procedure may be sublet to a body shop if necessary.

**COUNTERMEASURE IN PRODUCTION**

A countermeasure was made to the flange starting with VIN A\*363658.

**TOOL INFORMATION**

The plastic block can be ordered directly from Meyer Plastics at 1-800-968-2195.

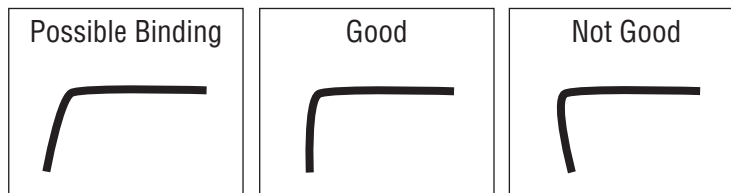
Subaru Sunroof Repair Tool - Part Number 1840-BNBH.

The price of the block is \$15.95 + shipping.

**SERVICE PROCEDURE/INFORMATION**

**Ideal Flange Condition:** Flange should be vertical.

**Note:** Do not move the flange past vertical (negative). Lower flange point should not be further back



- 1) Determine where the binding is occurring. Evidence will vary from vehicle to vehicle.
  - A) Look for residue (black rubber material) from the weather-seal on the rear roof flange.
  - B) Visually observe the roof panel along the rear edge of the sunroof while opening the sunroof, look for shock waves. This indicates a tight clearance area.

*Continued...*

<p><b>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</b>          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><b>SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"</b>          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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C) Review flange area for a more pronounced transition area.



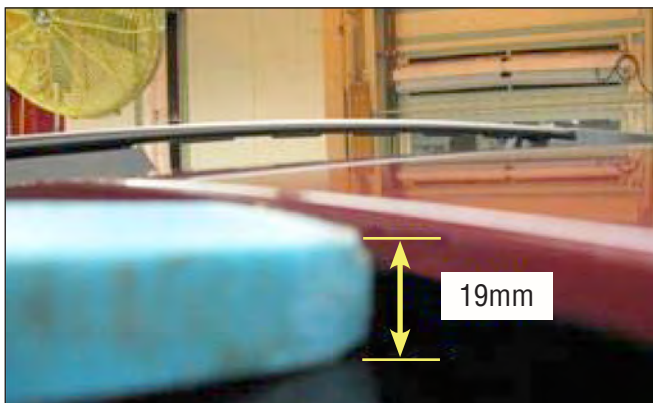
2) Use available indicators listed above to determine focus area for finessing the flange.

**Note:** At times there may be no visual indicators or the sunroof will not open due to binding. In those cases, a general working of the flange all the way across will be required.

**Caution:** Move the flange in small increments to avoid cracking the paint.

Using a dead blow hammer & plastic block (block pictured is 19mm high by 46mm wide by 400mm long).

**Note:** The only critical dimension is the height (19mm). This is required since the process involves using the sunroof glass to hold the block consistent as the flange is adjusted. Contact to the radius must be avoided, to prevent cracking of the paint.



- 3) Keep the block perpendicular to the flange vertical surface with the contact on the lower half of the flange. Keep the angle of attack as low as possible (pictured below).



**Note:** Marks in the paint may be left by the plastic block. This cannot be avoided at times even with the best positioning of the plastic block.

- 4) Take your time re-checking the function of the sunroof as you go. Do not move the flange any farther than is required to restore the function of the sunroof. Reason being, there is always a risk of cracking the paint when modifying a finished panel.
- 5) Once the sunroof function is improved & the modification of the flange is completed, inspect the rear radius of the sunroof opening very carefully for cracks. Any cracks regardless of size will require the roof to be repainted.



**Note:** As with any paint and/or body repair exceeding \$500.00, prior authorization is required through the TechLine, along with a completed e-QMR (refer to the Policy and Procedure Manual).

### **WARRANTY/CLAIM INFORMATION**

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

<b>LABOR DESCRIPTION</b>	<b>LABOR OPERATION#</b>	<b>FAIL CODE</b>	<b>LABOR TIME</b>
Sunroof Opening, Roof Flange Modification	B850-948	XAA-48	0.3
Roof Panel, Refinish	C994-221		4.5
Roof Panel, Blend	C994-223		0.5
Sublet Repair (Administration Expense)	C101-108		0.3

**Note:** Labor operation C101-108 may only be claimed if the repair is performed by and outside Body Shop.