

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: 2013MY Legacy and Outback models with EyeSight System

SUBJECT: ETC (Electronic Toll Collection) Device Mounting Guidelines

NUMBER: 06-43-12R
DATE: 09/21/12
REVISED: 10/03/12

INTRODUCTION

The purpose of this bulletin is to provide guidelines for proper positioning of ETC devices, e.g., EZ Pass®, Sun Pass®, K-Tag, etc. in vehicles equipped with the new EyeSight system.

SERVICE PROCEDURE

IMPORTANT: When choosing a location for mounting your ETC device, **required labels, stickers and decals, their** location must be compliant with any and all applicable Federal, State and Local ordinances relating specifically to possible visual obstructions. Other ordinances may also apply so, please check with your specific authority.

The preferred location for an ETC device used on an EyeSight-equipped vehicle is the external or front license plate tag mount (LPT) as shown below.



License Plate Mount

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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.

SUBARU OF AMERICA, INC. IS "ISO 14001 COMPLIANT"

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.

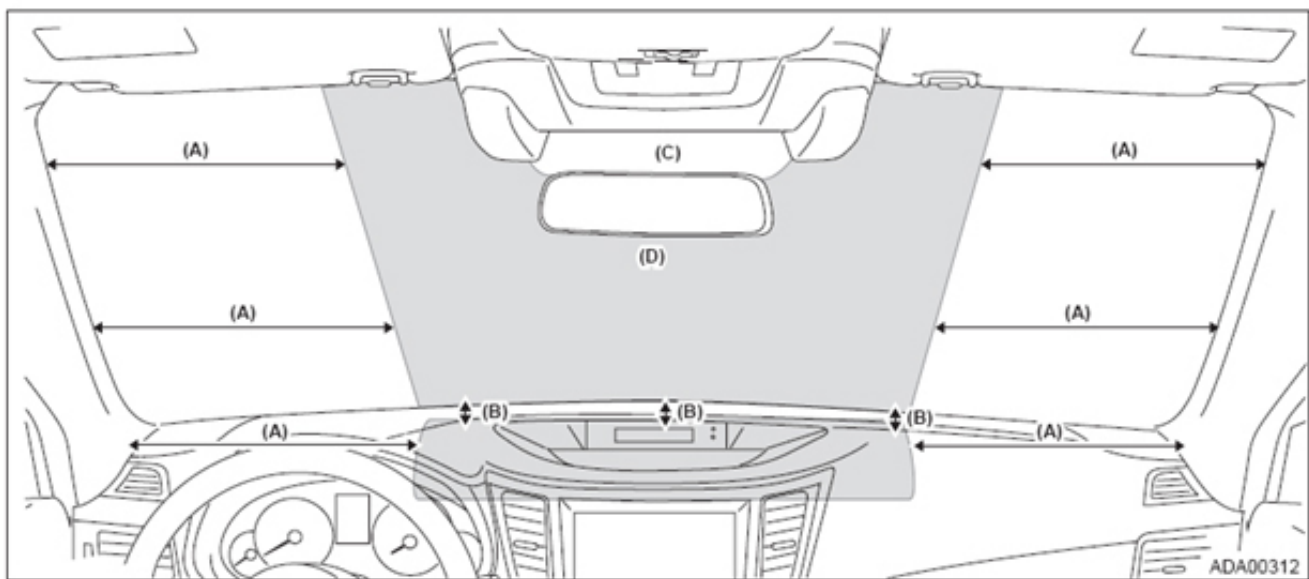
The windshield area precautions below have been reprinted from the EyeSight Owner's Manual and 2013MY Service Manual. The prohibited "D" area shown in gray is to be used as a guideline only. Reflections from items installed in the "A" areas can still have an effect on the operation of the EyeSight system's stereo camera.

There must be no oil film, dirt, scratch or fogging that obstructs the forward visibility of the stereo camera.

Do not stick or attach the retrofit parts on the prohibited area (D) shown in the figure below.

Even outside the prohibited area, if the abnormal operation occurs due to the reflection of the light or the reflection to the glass, change the adhering position or installation position.

- **Application of stickers or antennas**
 - This will affect the visibility of the stereo camera, causing the function not to operate correctly.
- **Object on the dashboard**
 - These things will be reflected on the windshield glass, affecting the recognition of the stereo camera, thus causing the function not to operate correctly.



(A) 350 mm (13.8 in)

(C) Ceramic area

(D) Prohibited area

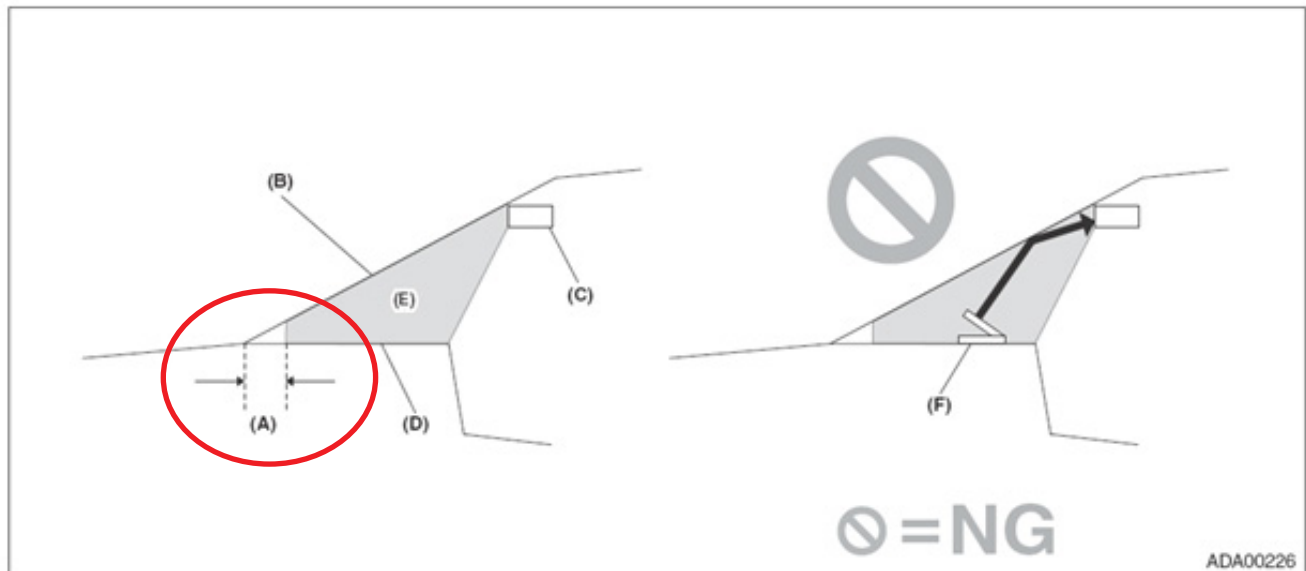
(B) 150 mm (5.9 in)

IMPORTANT: GPS receivers, radar detectors or other similar display devices must never be mounted anywhere in the "D" (grayed-out portion shown above) area of the dashboard or attached to the windshield. Their own physical reflection and/or the light emitted from these devices, either from their LCD display screens or LED lights as often used with radar detectors, can reflect off the inside of the windshield. These reflections can interfere with EyeSight's stereo camera, compromising proper operation of the system. In addition, hood protectors other than Genuine Subaru Accessories may interfere with EyeSight operation and therefore are not recommended. Inside or outside water-repellant windshield coatings must never be used for similar reasons.

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The Service Manual illustration below shows a small area at the bottom of the windshield approximately 6 inches high (Area A), not shown in the previous Prohibited Area diagram where if required, a sticker can be affixed (e.g., Virginia state inspection certification sticker).

• Side view



(A) 150 mm (5.9 in)
(B) Windshield glass

(C) Stereo camera cover
(D) Dashboard

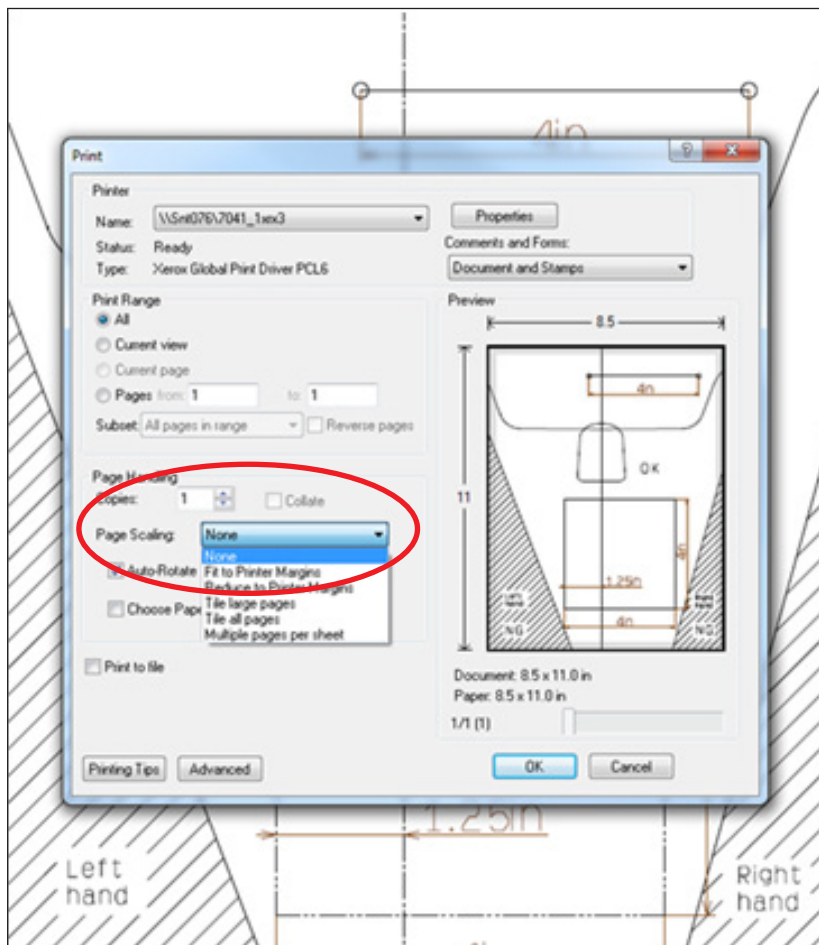
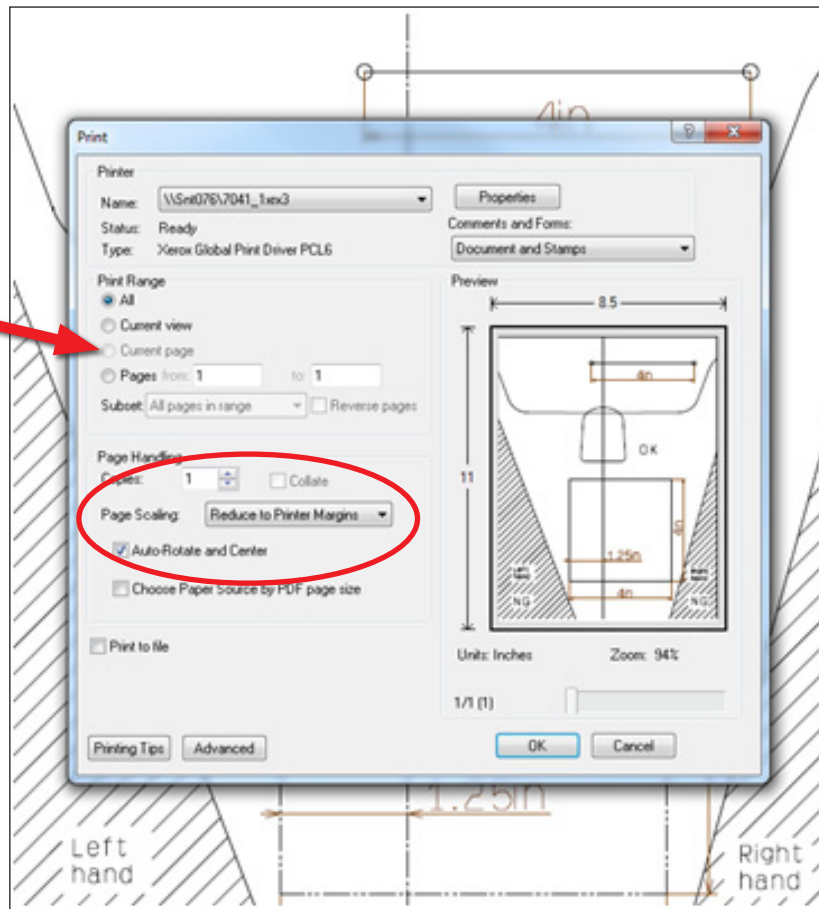
(E) Prohibited area
(F) External monitor etc.

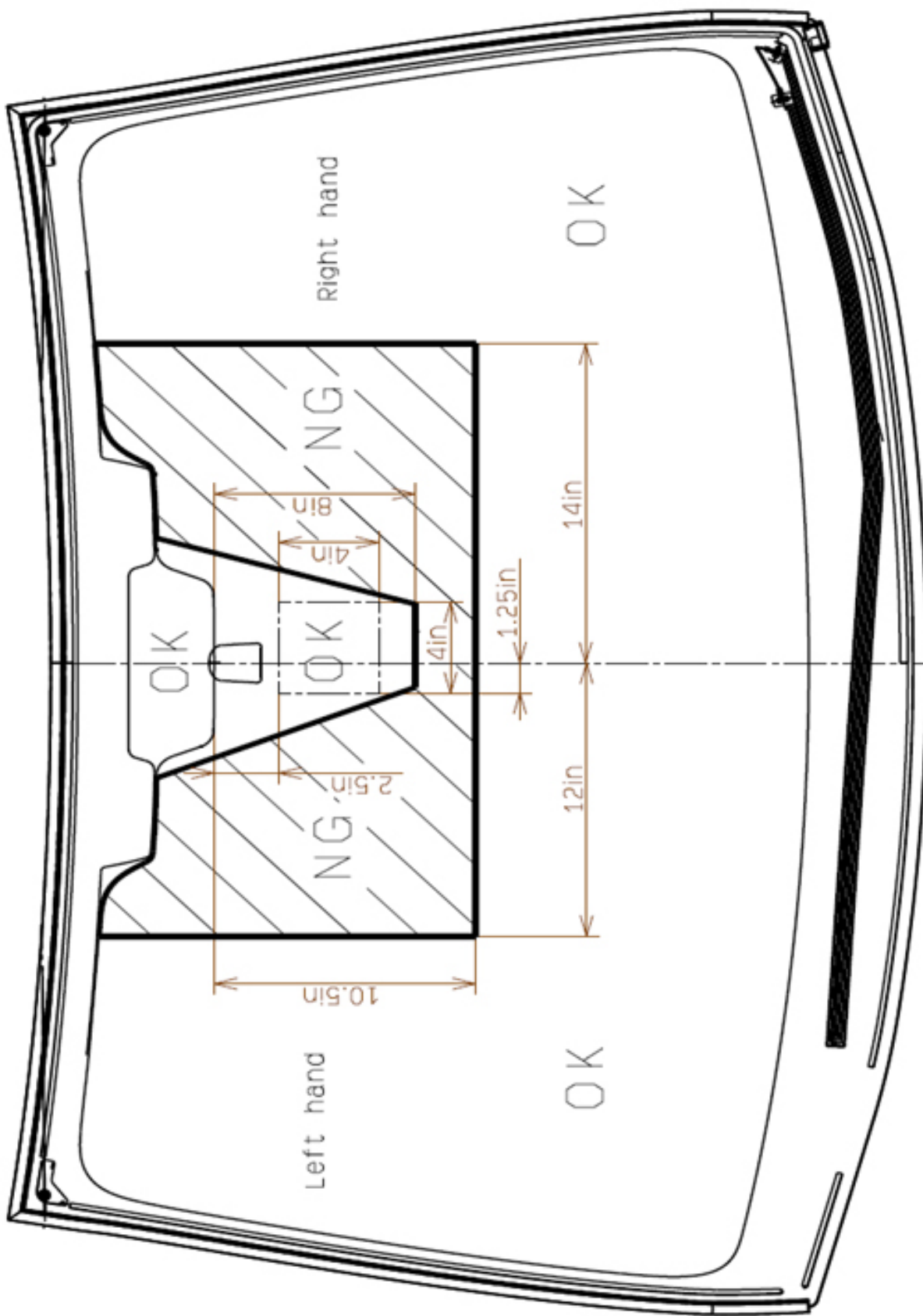
Devices which do not fall within the provided dimensional tolerances must never be installed as they may interfere with the operation of EyeSight.

If a customer insists their ETC device must be installed on the inside of their windshield or their State's ETC authority mandates a location near the center of the windshield for proper device recognition, use the dimensional overview on page 5 for reference and print out the actual-size location template on the last page of this bulletin.

Instructions for printing the actual-size location template:

- Scroll to the end of this Bulletin and have the template page displayed.
- Click on the “print” icon from the toolbar or click “file” then “print”.
- In the Print window, select “Current page”.
- Click on the drop-down arrow in the Page Scaling menu as shown. The default setting is “Reduce to Printer Margins”. From the menu, select “None” then click “OK”. Your template should print normally and be ready to cut out for use.
- **IMPORTANT:** Verify the 4 inch dimension measures a true 4 inches before using the template.

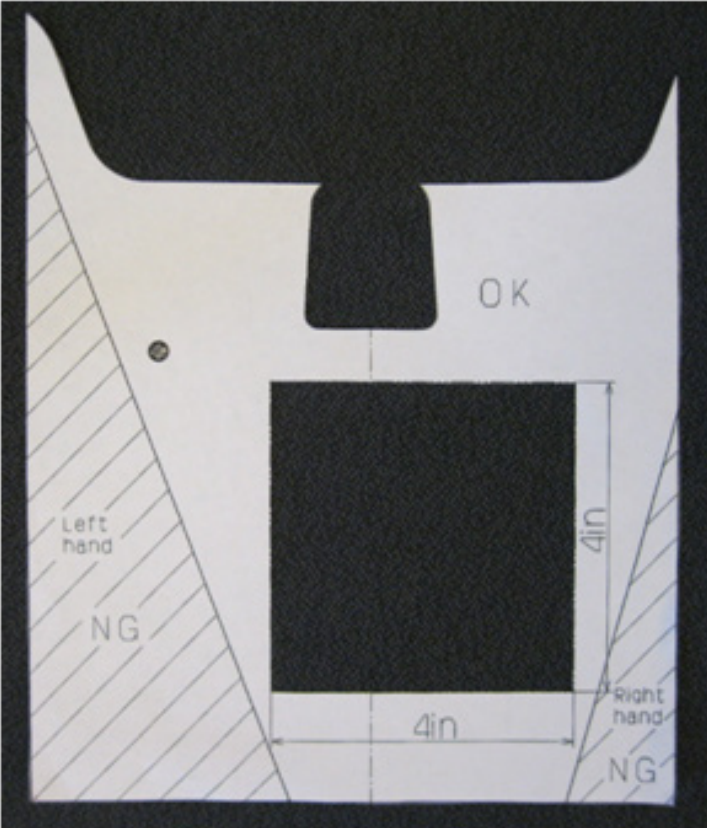




Dimensional Overview

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The photo below shows an example of the (printed to scale) template for ETC device placement, cut out and ready to use.



Attach the printed to scale template to the windshield as shown below. The opening in the template is the “OK” area for ETC device placement. **TIP:** A copy of this template square would be a good tool for Sales Department staff to use when delivering a new EyeSight-equipped vehicle to a customer should an existing ETC device need to be used until a replacement exterior-mounted version can be obtained.



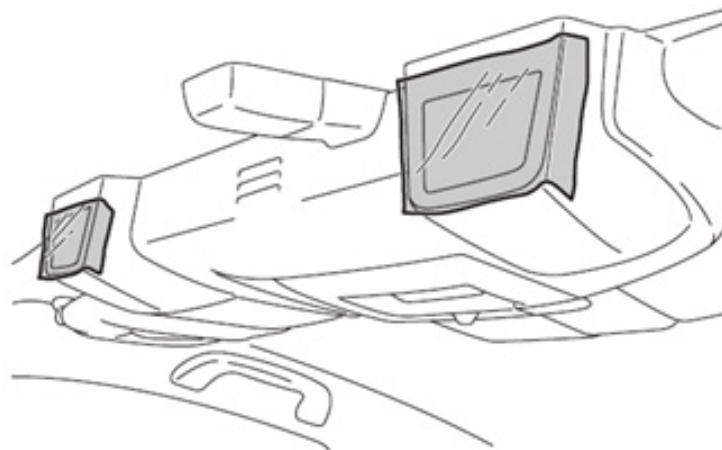
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The maximum allowable distance a device can extend out from the surface of the windshield in the “OK” area is 1 ½” (38.1mm). The tag holder shown in the photo is within the specified limitation.

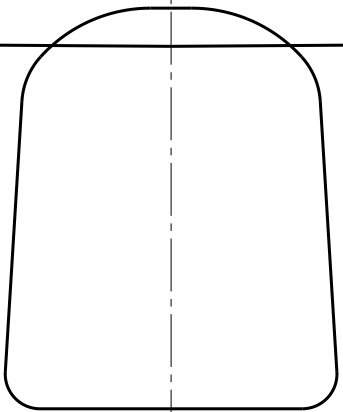
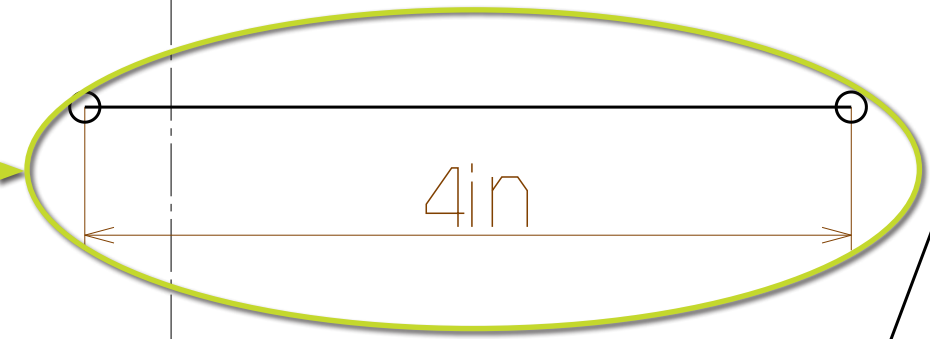


IMPORTANT NOTES:

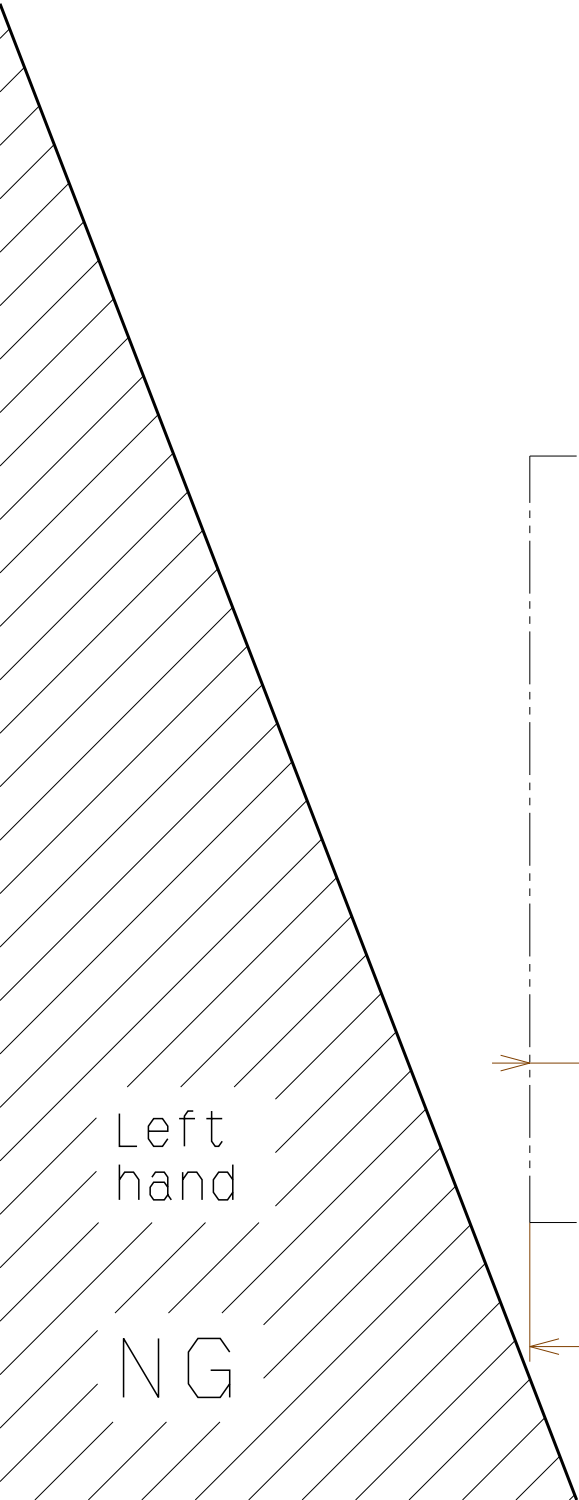
- A common practice when repairing a windshield is to ensure the glass surface is clean and free of all residue. For this reason, the following caution from the Owner’s Manual has been included for reference. Always protect the openings for EyeSight’s stereo camera with removable tape or plastic wrap prior to application of any glass cleaners or polishes to the inside of the windshield and surrounding areas. Overspray or residue from these materials reaching the lenses of the Eyesight stereo camera will cause damage and require them to be replaced.
- **NEVER** attempt to clean the cameras’ lenses as doing so will damage them, also requiring replacement. It is also critical to protect the EyeSight stereo camera with tape prior to windshield removal. This will prevent any contamination of the EyeSight camera by dust or debris produced during the windshield removal and installation process.
- Required decals (e.g. state inspection, military base, local community, campground, etc.) may be placed in the upper center of the windshield using the template provided in this bulletin a guide to ensure they are installed within the specified “OK” areas.
- The use of any “glossy backed” labels, stickers or decals should be avoided as glare may be created and interfere with the EyeSight system operation. Any labels, stickers and decals should be installed as close to the top of the “OK” area of the windshield as possible.



IMPORTANT:
After printing the
template, **confirm**
this "4in" dimension
measures a true 4"
or it will not fit the
windshield properly.

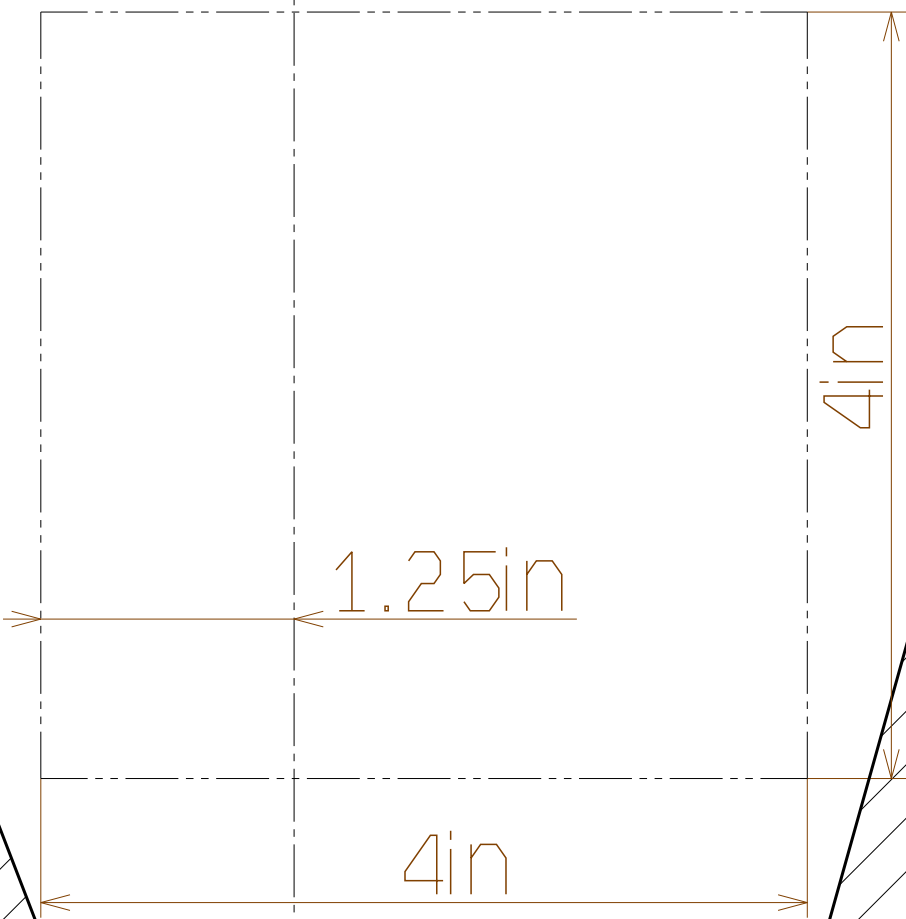


OK



Left
hand

NG



1.25in

4in

4in

Right
hand

NG