

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 XV Crosstrek
2012MY-2013MY Impreza 2.0L Models

SUBJECT: “Reed-Type” Wind Sound from Front Windshield Molding

NUMBER: 12-155-13R
DATE: 10/03/13
REVISED: 10/16/13

INTRODUCTION

This bulletin provides a procedure to eliminate a “reed-type” whistling or screeching sound which has been isolated to originating from the front windshield upper molding / weatherstrip. The sound is most prevalent while driving at highway speeds (approximately 70-75 mph) when there are crosswinds present. The procedure involves the installation of 2 small strips of EPDM foam material, one under each upper corner area of the windshield molding lip to prevent the condition from occurring.

PART INFORMATION

PART NAME	PART NUMBER	QUANTITY
Seal Upr Side	65078AJ000	2 per Vehicle

SERVICE PROCEDURE / INFORMATION

The photos below show the EPDM foam strip and for a size reference, a plastic trim tool which will be used to help lift the seal lip and gain access to the body gap where the foam strip will be installed.



The foam strip has a backing which must be removed to expose its adhesive. The adhesive must be “neutralized” by sticking it to a facial tissue (or equivalent) then peeling it off before beginning the installation otherwise it will stick to the vehicle body or the weatherstrip.

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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

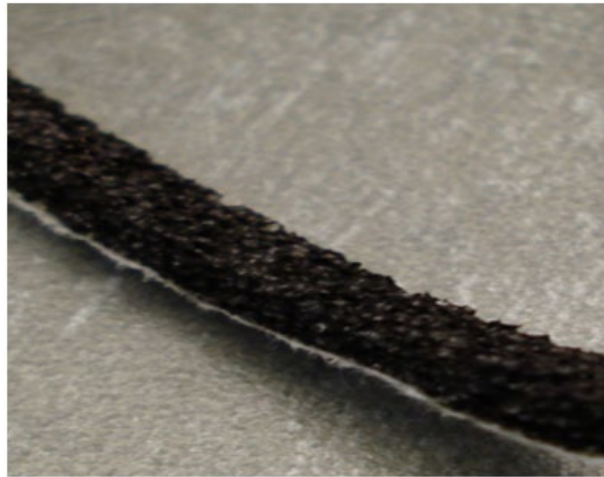
Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, or to provide information that could assist in the proper servicing of the vehicle. Properly trained technicians have the equipment, 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.

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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.



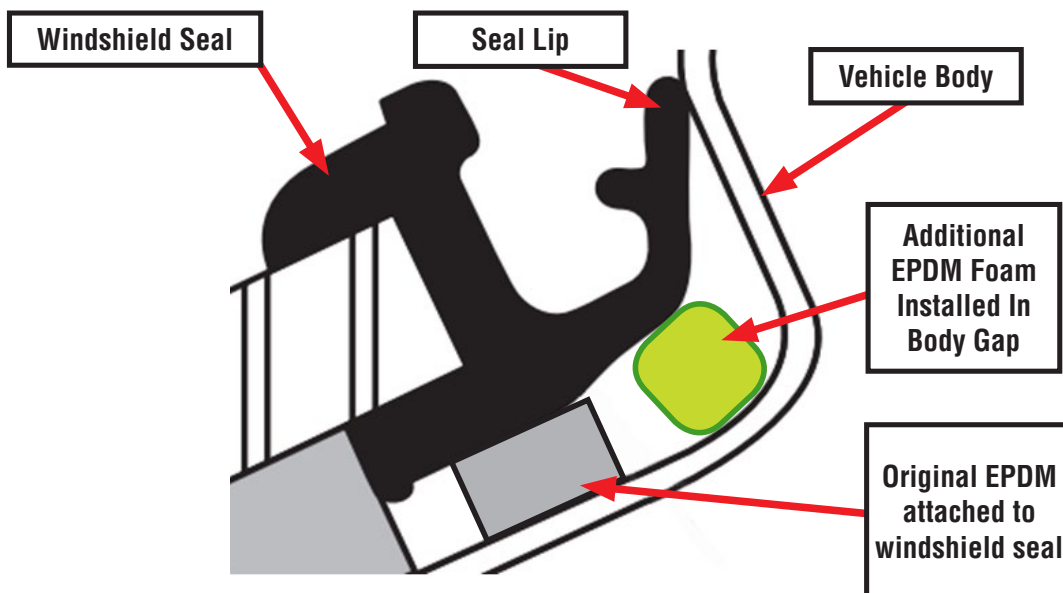
Peeling the backing and sticking the foam to a tissue



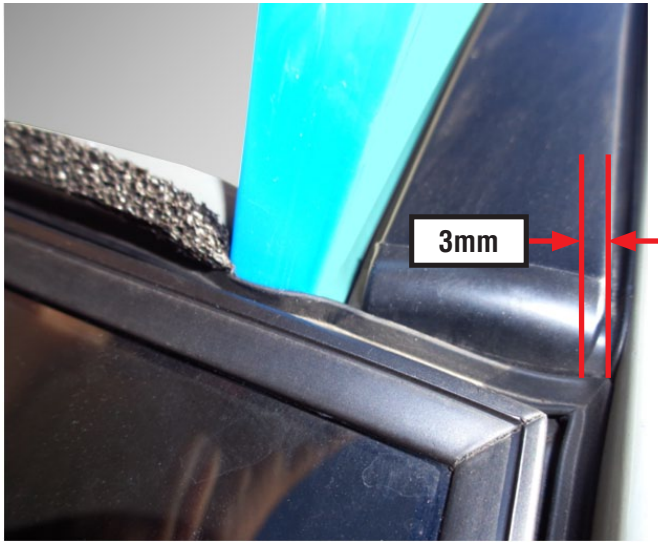
Foam after removing it from the tissue and pulling off the excess paper

IMPORTANT: Road test the vehicle to confirm the condition exists before performing the repair procedure outlined below. Time for pre and post-repair road testing is included in the repair time.

Starting about 3mm from the upper corner of the windshield weatherstrip and using a plastic trim tool, CAREFULLY lift the lip of the seal free of the vehicle body to expose the body gap where the foam strip will be installed. Insert one end of the foam strip then slowly start to work it down into the body gap as you move your trim tool across toward the middle of the vehicle as shown in the photo below, left.



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In the photo on the left above, one trim tool was used to lift the seal lip and in the photo on the right, a second trim tool is used to work the foam strip down into the body gap as you move across. Once the foam strip is fully under the seal and into the body gap, use the trim tool to make sure the seal lip is smoothed out and worked back down into its original position. After repeating the procedure on the other side of the vehicle, road test the vehicle to confirm the sound is no longer present. Use a clean shop cloth with a mild solvent (R-M Pre-Kleano #900 or equivalent) on it to wipe the body clean of any remaining residue from installing the foam strip to complete the repair.

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
Windshield Wind / Reed Sound Repair	A926-364	XBF-48	0.6