

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 and Later Legacy & Outback
SUBJECT: White Residue on Rear Door Partition Glass Molding

NUMBER: 12-127-11R
DATE: 05/26/11
REVISED: 05/22/13

INTRODUCTION

If you encounter a customer complaint of a white residue build up on the rear door partition glass or interior molding, it may be crystallized salt. Normally, the condition will occur during the winter months in states that use salt or similar mineral based anti-icing agents on their streets and highways.

Under certain conditions, exterior water that enters the molding, and would normally drain away, may be drawn up into the interior of the partition glass molding where it will evaporate and leave trace mineral deposits behind. An additional seal rib was added to the inside lip of the molding to prevent any exterior water from moving to the inside of the molding.

COUNTERMEASURE IN PRODUCTION

A second countermeasure to the molding was incorporated into production starting with VIN D*029921 (Legacy) and D*271303 (Outback).

PART INFORMATION

MODEL	PART NAME	NEW PART NUMBER	NOTE
Legacy	WSTR Partition R RH	62284AJ00C	2nd Countermeasure
	WSTR Partition R LH	62284AJ01C	
Outback	WSTR Partition R RH	62284AJ02D	
	WSTR Partition R LH	62284AJ03D	

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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 style="text-align: center;">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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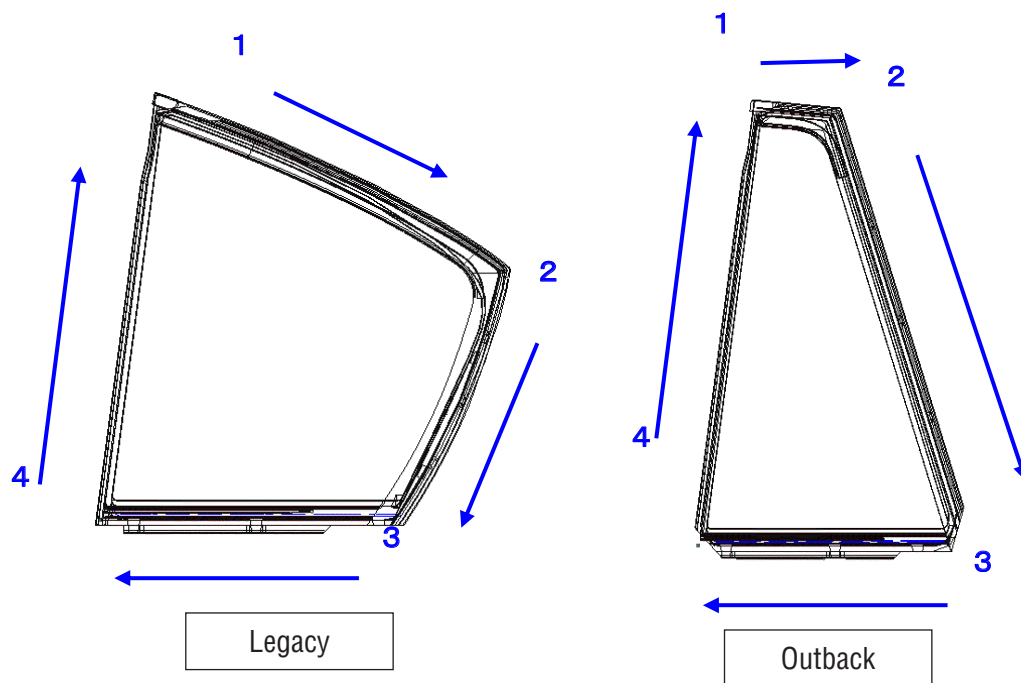
SERVICE PROCEDURE/INFORMATION

Refer to the applicable Subaru Service Manual for additional information and torque specifications when performing the following steps:

- 1) Remove the rear door trim.
- 2) Partially remove the sealing cover to gain access to the door sash hardware.
- 3) Remove the upper screw and two bolts which secure the door sash, then remove sash.
- 4) Remove the partition glass/molding from window frame.
- 5) Remove the partition molding from the partition glass.

Note: Make sure the glass is free of dirt and grease prior to installing the new molding.

- 6) Install new partition molding to partition glass in the following order.



- 7) Install partition glass/molding in window frame. **Note:** Liquid water based soap can be applied to the outer edge of the partition molding to ease installation.
- 8) Install hardware, sash, sealing cover and door trim in reverse order of removal.

WARRANTY/CLAIM INFORMATION

For vehicles within the Basic New Car Limited Warranty period, refer to [the Subaru Labor Time Guide available on Subarunet for claim coding information.](#)