

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: 2010-2013 Legacy and Outback Models **NUMBER:** 07-72-13
SUBJECT: Sunroof Does Not Open or Close Properly **DATE:** 01-29-13
 Popping or Slamming Sound When Glass Lowers
 Prior To Opening

INTRODUCTION

This Bulletin provides diagnosis and repair procedures to address a customer concern of the sunroof not opening or closing properly. It will also address a “popping” or “slamming” sound from the glass panel when it lowers prior to retracting. This Bulletin supersedes TSBs 12-122-10R, 12-124-10R and 12-135-12.

COUNTERMEASURE IN PRODUCTION

Revised sunroof cable assemblies were incorporated into production starting with the following VINs:

MODEL	STARTING VIN NUMBER
Legacy	D*021522
Outback	D*251099

PART INFORMATION

The “Cable Repair Kit” consists of a revised lid bracket and sunroof operating cable assembly.

PART DESCRIPTION	NEW PART NUMBER	INTERCHANGEABILITY	OLD PART NUMBER
Repair Kit Cable RH	65449AJ00A	New to Old ONLY	
Cable Assy RH			65441AJ00A, B, D
Repair Kit Cable LH	65449AJ01A	New to Old ONLY	
Cable Assy LH			65441AJ01A, B, D
Rail Assembly	65420AJ00D	New to Old ONLY	65420AJ00A, B, C, D

While the rail (sunroof frame) assembly remains virtually unchanged, significant revisions have been made to the cable assemblies (lid brackets) to increase their durability, rigidity and ease of operation as shown in the photos below.

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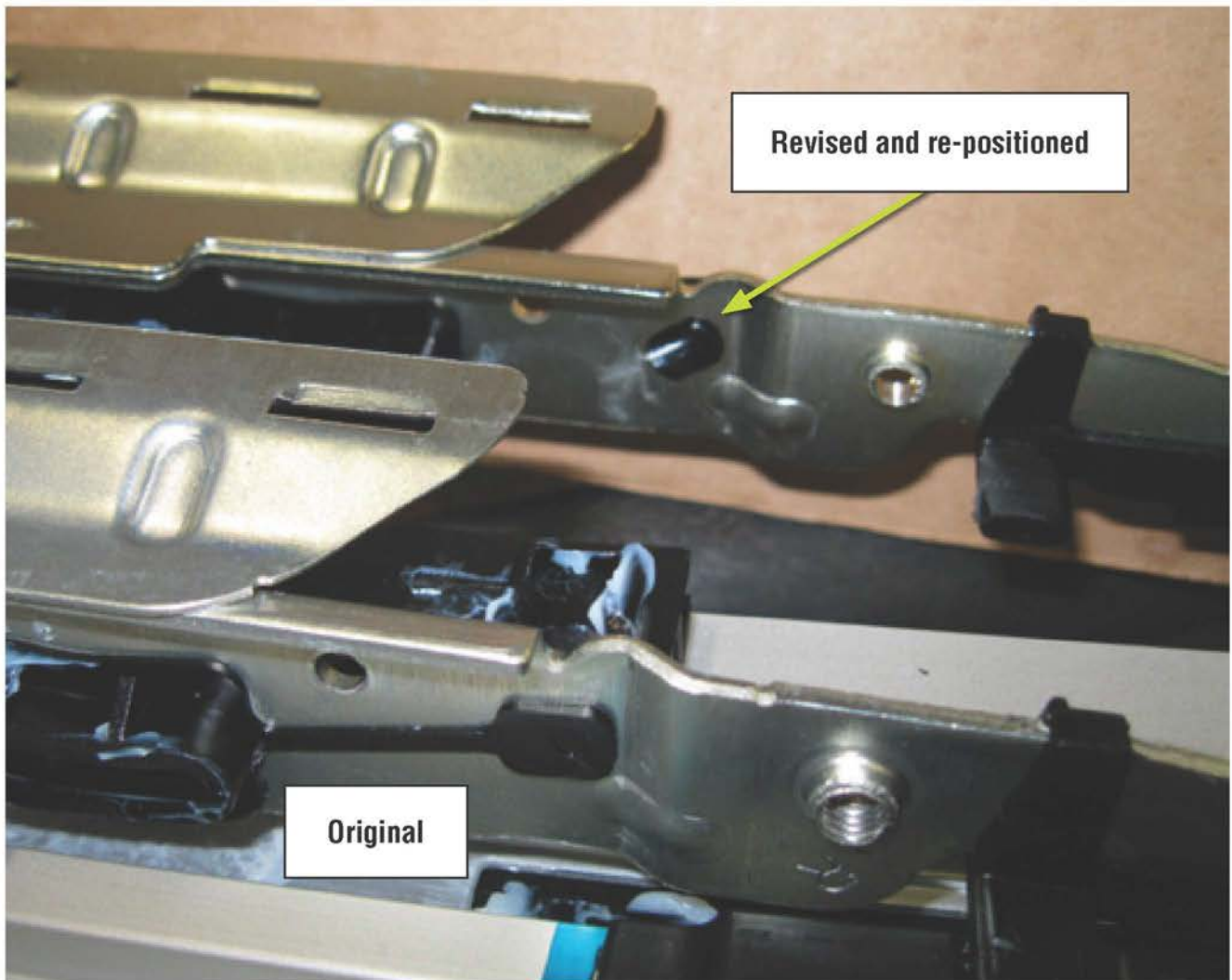
<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>Subaru Service Bulletins are intended for use by professional technicians ONLY. They are written to inform those technicians of conditions that may occur in some vehicles, 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>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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Original Cable Bracket



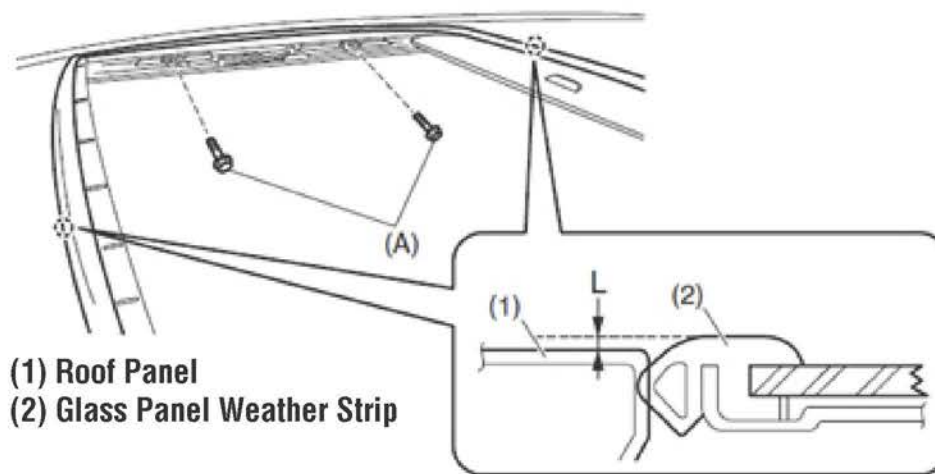
Revised Cable Bracket



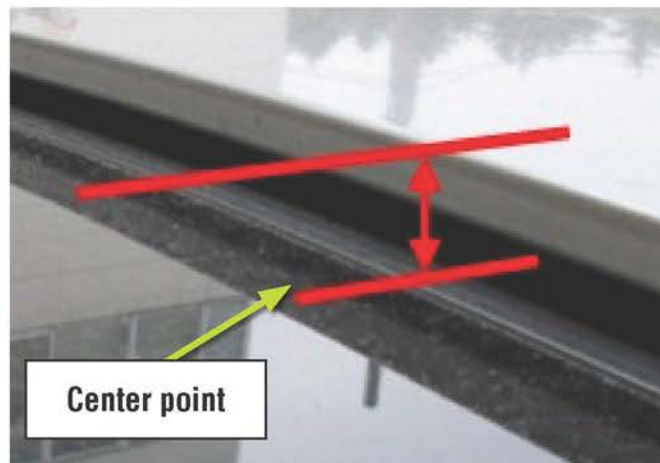
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SERVICE PROCEDURE / INFORMATION

- Verify the customer's concern(s) as reported.
- Inspect the sunroof side rails and wedge cap areas closely for damage. If any damage is confirmed, remove the sunroof assembly from the vehicle following the procedure in the applicable Service Manual. No further inspection is required. Replacement of both cable assemblies and the rail assembly will be required to repair the vehicle.
- If the sunroof makes a sound when it is opening but no damage as outlined above is found:
 - o Close the sunroof completely.
 - o Confirm that the glass panel extends above the roofline by 1mm or less as shown by "L" in the illustration below.
 - o If the glass panel is not within the specified 1mm of flush, open the sunshade, remove the trim covers then loosen the four glass panel mounting bolts. Shim the glass panel assembly as necessary to achieve the desired measurement.



- Open the sunroof to the point where the rear edge of the glass is fully dropped down, just before it retracts under the roof panel.
 - o Determine the center point of the back edge of the glass panel by measuring from the outside edges in toward the middle from each side.
 - o Measure the distance between the top outside edge of the roof opening flange and the glass panel as shown in the photo below.



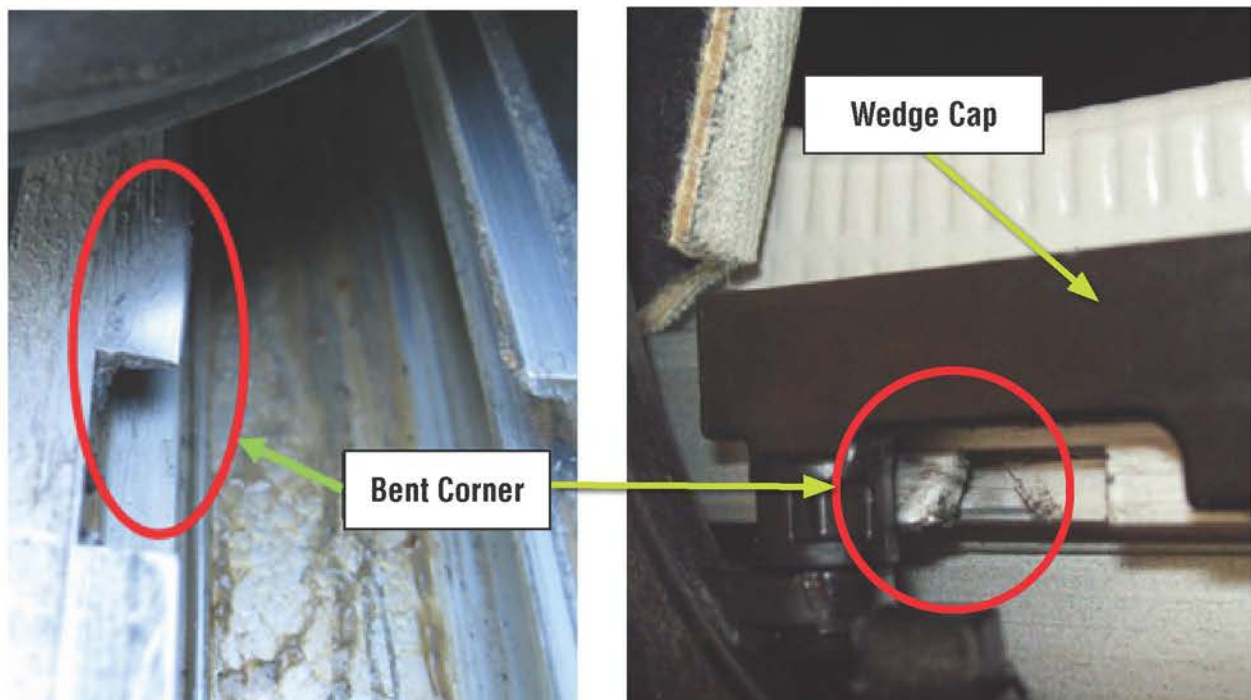
The standard values are 21.7 mm for Legacy, and 21.9 mm for Outback.

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If the measurement is correct, inspect the gap from side to side and make sure it is even (one side is not higher or lower than the other). The photo below shows an Outback sunroof with the left (driver's) side of the glass panel much higher (narrow gap) than the right.



In this case, although the sunroof on this vehicle is operational, the corners of the rectangular openings in the side rails have become deformed (bent) as shown in the photos below. This keeps the lid bracket shoe from dropping into the rectangular opening in the side rail as it should. Instead, when the glass panel retracts, the lid bracket shoe rides on top of the side rail instead of inside the channel causing the condition shown in the photo above. Again, if any deformation of the rail or the wedge cap is confirmed, replacement of the rail assembly along with both cable assemblies is required.



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- Order the necessary replacement parts as per the chart on Page 1.
- Record radio station presets (and navigation system favorites if applicable).
- Disconnect the battery.

IMPORTANT: Before starting disassembly of the vehicle’s interior, take the time to read through and understand all the instructions outlined in the applicable Service Manual for removal of the trim panels and replacement of the sunroof components. Pay close attention to the precautions for removal and re-use of the varying types of retaining clips (i.e. one-time use of the top “B” pillar upper trim clips and “A” pillar trim tether clips per the August, 2012 issue of TIPS).

NOTE: Do not flex the headliner trim panel any more than necessary during removal and installation to avoid damage to the interior fabric. Cleanliness is also **very** important. Locate a clean area to temporarily store the headliner and protect it from dirt and damage.

- Transfer the sunshade to the new frame assembly.
- Fit the new cable assemblies to the frame then re-install the sunroof assembly.
- Reconnect the battery.
- Perform the sunroof motor initialization procedure outlined in the applicable Service Manual.
- Confirm proper operation of the sunroof’s tilt, open, and close functions along with the auto-reverse safety feature.
- Take time to make sure **all** trim panels are reinstalled properly.
- Wipe off any dirt, grease or smudges with a clean cloth.
- Reset the radio station presets (and navigation system favorites if applicable).

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	LEGACY LABOR TIME	OUTBACK LABOR TIME
Sunroof Frame R&R	B914-906	XFT-87	1.9	2
Sunroof Frame Assembly, Replace	C914-913		0.5	0.5
Sunroof Water and/or Water Leak Testing & Diagnosis	C914-001		0.5	0.5