

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: 2013-14MY BRZ

NUMBER: 07-79-13R

SUBJECT: Countermeasures for Frozen Power Windows

DATE: 10/30/13

REVISED: 01/28/14

INTRODUCTION

This bulletin provides information for 3 countermeasures to address concerns regarding power window operation during cold weather when the door glass may become frozen to the outer weatherstrip. The customer complaint(s) may be: the indexing feature (door glass drops slightly when opening door) was inoperative, window(s) were inoperative, or the window switches were blinking (indicates a need to reset the index function).

- A revised, hallow-type outer weatherstrip is used if the nap (fuzzy) portion has been pulled away from the rubber after freezing to the outside of the door glass.
- A change has been made to both of the power window switches which decreases the distance (stroke) of when the door glass lowers from 20mm to 10mm during the indexing function. The indexing function is controlled by an input from the outer door handle to the BIU which lowers the door glass slightly to clear the drip rail.
- A change has been made to “guide door lifter” to prevent a rattling noise which may occur as a result of the decreased index function door glass stroke.

NOTE: See the Appendix at the end of this bulletin for information on resetting the indexing function should it become inoperative.

COUNTERMEASURE IN PRODUCTION

The countermeasures described above were incorporated into production as follows:

DESCRIPTION	CHANGE DATE	STARTING VIN
Outer Weatherstrip Change	After 11/31/2013	E*604179
Revised Power Window Switches	After 10/31/2013	E*602739
Guide Door Lifter Change	Unchanged	D*609385

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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.

PART INFORMATION

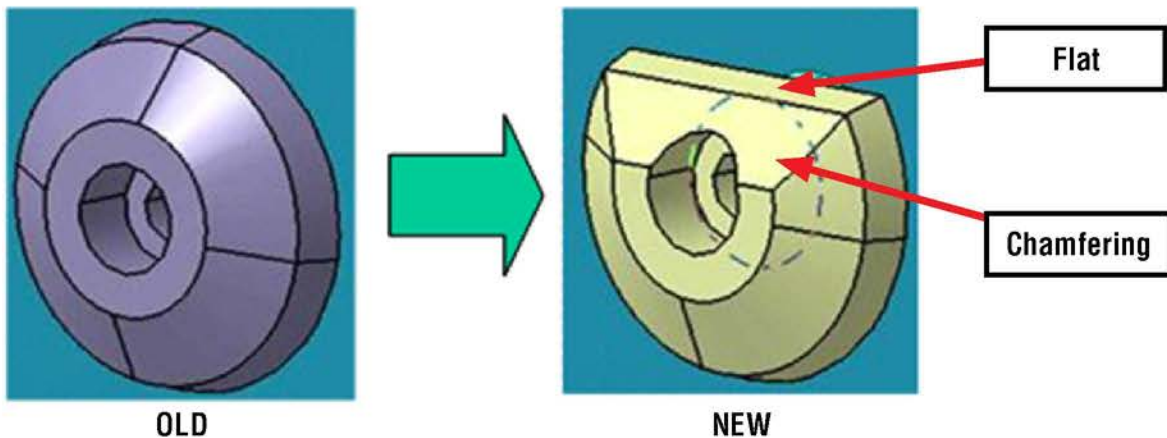
PART DESCRIPTION	PART NUMBER
WSTR OUT DR F RH	61280CA004
WSTR OUT DR F LH	61280CA014
SWITCH ASSY P W LHD	83071CA013
SWITCH ASSY P W SDL	83071CA042
GUIDE DR LIFTER (2 per door)	61155CA000
SCREW TAP TRU M5	904530039

SERVICE PROCEDURE / INFORMATION

The outer door glass weatherstrip should only be replaced when the nap has become separated from the rubber as described in the introduction of this bulletin. Follow the replacement procedure outlined in the applicable Service Manual.

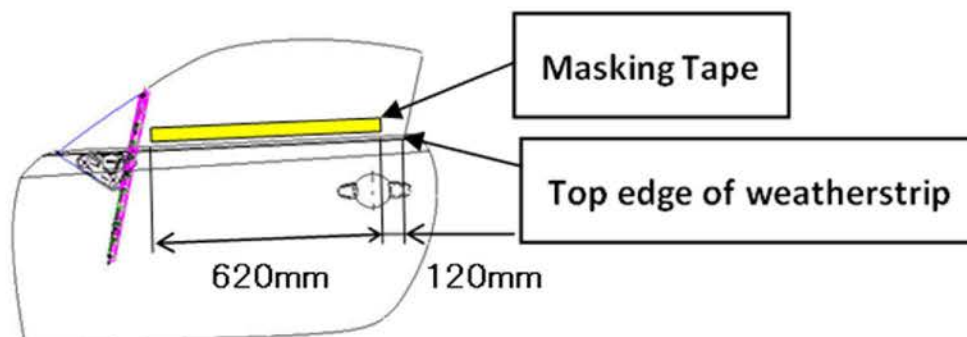
When replacing the power window switches, they must both be replaced at the same time otherwise, the door glass index function stroke will be different from door to door. Follow the procedure outlined in the applicable Service Manual for replacement of the power window switches.

IMPORTANT: The guide door lifters **must** be replaced at the same time the countermeasure power window switches are installed. See the comparison illustration below.



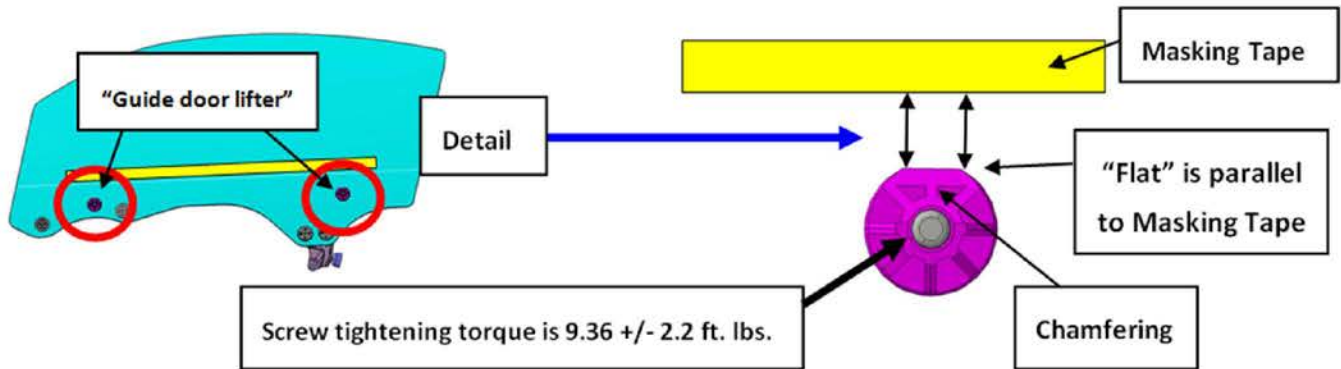
Guide Door Lifter Service Procedure

- With the door and the door glass fully closed, use masking tape to “mark” the position of the glass in relation to the outer weatherstrip top edge as shown in the illustration below.



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- **Carefully** remove both door glass assemblies following the procedures outlined in the applicable Service Manual.
- Remove the old guide door lifters from the door glass assembly and replace with the new parts. The “flats” must be positioned at 12:00 and parallel to the bottom edge of the masking tape as shown in the illustration below. The retaining screws can be reused and get torqued to 9.36 +/- 2.2 ft. lbs. Should any of the screws be misplaced, the replacement part number is 904530039.



- Remove the masking tape then reinstall and adjust the door glass following the procedure outlined in the applicable Service Manual.
- **NOTE:** Please be sure to inform the customer that the window index stroke will change (be reduced) as a result of these repairs and is not any indication that a further repair is needed.

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
BRZ Frozen Power Window Repair	A850-104	UQG-48	1.0

APPENDIX (reprinted from the BRZ Owner’s Manual)

- If a door is opened and closed when its side window is frozen, the window safety device will operate and the side window open/close function linked to door operation may not operate correctly. If this occurs, perform the following after the ice has melted.

STEP 1 Open the side window until it is approximately halfway open with the door closed.

STEP 2 Fully close the window by pulling the switch up to the one-touch closing position and continue holding the switch for 1 second or more after the window fully closes.

The window position is reset and the safety device operations will be released.