

- ATTENTION:**
- GENERAL MANAGER
  - PARTS MANAGER
  - CLAIMS PERSONNEL
  - SERVICE MANAGER

IMPORTANT - All Service Personnel Should Read and Initial in the boxes provided, right.


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QUALITY DRIVEN® SERVICE

## SERVICE INFORMATION

**APPLICABILITY:** 2015 MY and Later Legacy and Outback Models with Auto-Up / Down Power Window Feature  
**NUMBER:** 07-93-15  
**DATE:** 07/23/15  
**SUBJECT:** Unnecessary Power Window Switch Replacements

### INTRODUCTION

This Service Information bulletin provides the procedure to follow when receiving a customer concern regarding operation of their power window Auto-Up and/or Auto-Down feature. Testing of returned power window switch assemblies has revealed the vast majority are NOT failed as claimed.

### SERVICE PROCEDURE / INFORMATION

#### IMPORTANT REMINDERS:

- Whenever the vehicle battery is disconnected, the Auto-Up / Down feature becomes disabled. Although the switches will still control the windows, the one-touch “AUTO” feature will not function until the Initialization Procedure for **BOTH** front door power window switches has been performed successfully “resetting” the system. This feature is available on **BOTH** front windows on all Premium and Limited models. Only the 2.5i does not have this feature on the passenger front window.
- Always follow the complete Initialization Procedure outlined below **BEFORE** replacing any front door power window switch assemblies.

#### INITIALIZATION PROCEDURE:

**STEP 1-** Close the Driver’s door.

**STEP 2-** Switch the ignition to the “ON” position.

**STEP 3-** **LIGHTLY** press down on the driver’s door power window switch to lower the glass halfway down.

**STEP 4 -** Pull **UP** on the driver’s door power window switch and hold it to raise the glass until it is fully closed. Continue to hold the switch **UP** for **1 second** after the glass is completely closed. Holding the switch this extra second is what the system needs to see for initialization to occur.

**STEP 5 -** Verify proper Auto Up / Down feature function. If normal operation of the feature is not restored, the most likely cause is that the switch was held up for longer than the 1 second as described in Step 4. Repeat Steps 3 and 4 again. If normal operation is still not restored, proceed with the diagnostic steps outlined in the applicable Service Manual.

*Continued...*

**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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ISO 14001 is 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.

**STEP 6** (The following applies only to Premium and Limited models) - For vehicles equipped with the Auto Up / Down feature on the passenger front door, the Initialization Procedure will need to be performed on that door's power window switch also.

**REMINDER:** SOA strongly discourages the printing and/or local storage of service information as previously released information and electronic publications may be updated at any time.

**Always refer to STIS for the latest service information before performing any repairs.**