

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 BULLETIN

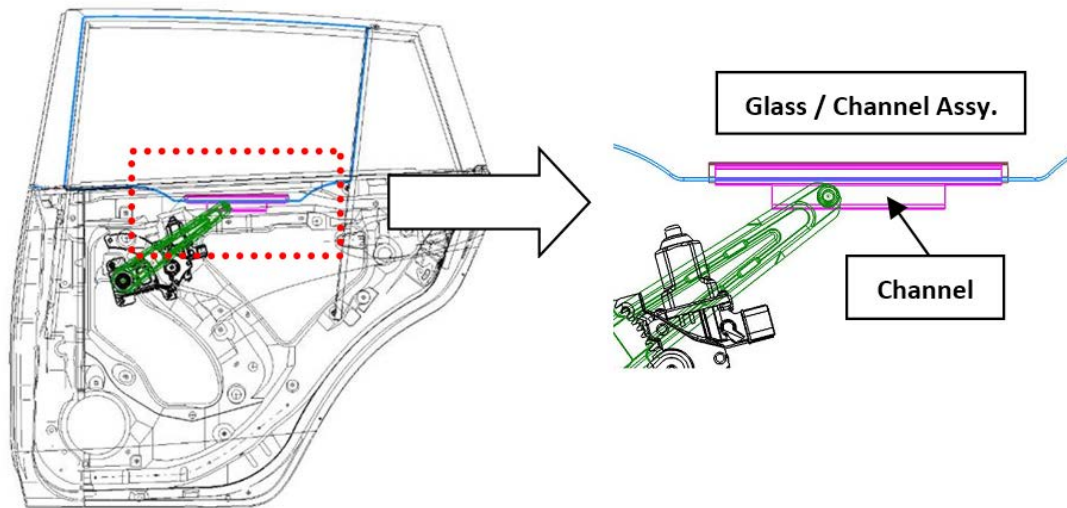
APPLICABILITY: 2012-2017MY Impreza Models
 2013-2017MY XV Crosstrek Models
 2015-2017MY WRX and WRX STI Models

NUMBER: 12-207-16
DATE: 09/20/16

SUBJECT: Production Change to Rear Door Glass Assembly

INTRODUCTION:

This bulletin announces a change to the procedure used in production of the rear door glass assembly. The bottom edge of the door glass is pressed into a metal channel lined with rubber. The channel attaches the door glass assembly to the window regulator. In below-freezing temperature conditions, water freezing in the channel combined with the door glass sticking to the door weatherstrip can increase chance of the glass separating from the channel when attempting to operate (lower) the window. A lubricant has been added to the rubber portion to insure the glass gets fully seated during assembly which maximizes the clamping force of the channel on the glass.



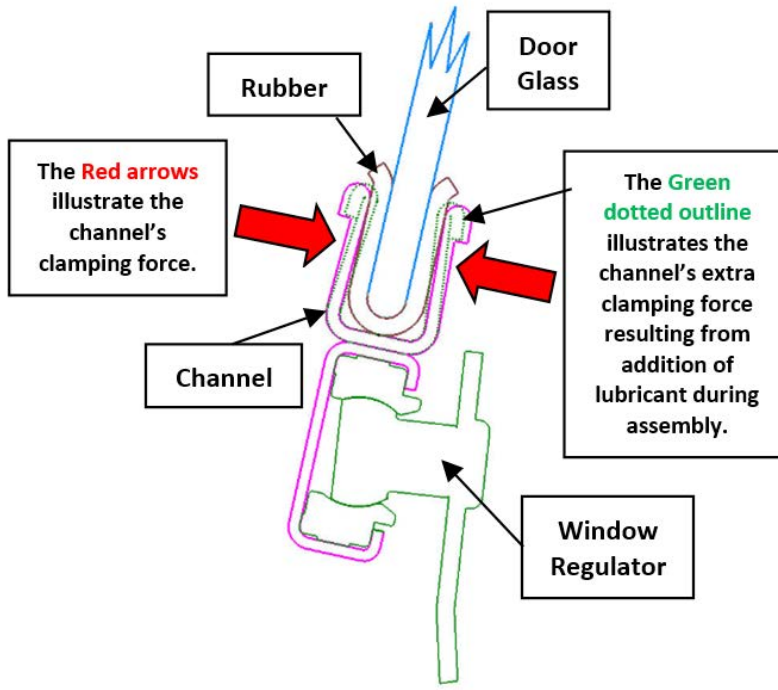
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CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.

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.

SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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.



PRODUCTION CHANGE INFORMATION:

The new door glass assemblies have been incorporated into production as per the table below:

| Vehicle / Model | Starting VIN |
|-----------------|--------------|
| Impreza 4-Door | G*019803 |
| Impreza 5-Door | G*305114 |
| XV Crosstrek | |
| WRX / WRX STI | H*807375 |

PART INFORMATION:

| Part Number | Description | Applicability |
|-------------|-------------------------|---|
| 62011FJ002 | GLASS AY- REAR DOOR, RH | Impreza 5-Door and XV Crosstrek (Green) |
| 62011FJ012 | GLASS AY- REAR DOOR, LH | |
| 62011FJ022 | GLASS AY- REAR DOOR, RH | XV Crosstrek only (Privacy) |
| 62011FJ032 | GLASS AY- REAR DOOR, LH | |
| 62011FJ102 | GLASS AY- REAR DOOR, RH | Impreza, WRX & STI 4-Door (Green) |
| 62011FJ112 | GLASS AY- REAR DOOR, LH | |

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SERVICE PROCEDURE / INFORMATION:

Follow the procedure in the applicable Service Manual when replacing the door glass assembly.

NOTE: After removing the door trim panel, always be very careful separating the butyl tape for the vapor barrier when gaining access to the door window components. If the vapor barrier becomes damaged or torn, it must be replaced.

WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period, this repair may be submitted using the following claim information:

| Labor Description | Labor Operation # | Labor Time | Fail Code |
|-------------------------------|-------------------|------------|-----------|
| REPLACE REAR DOOR GLASS ASSY. | B914-412 | 0.4 | WAD-06 |

IMPORTANT REMINDERS:

- 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 check for any open recalls or campaigns anytime a vehicle is in for servicing.
- Always refer to STIS for the latest service information before performing any repairs.