

ATTENTION:
 GENERAL MANAGER
 PARTS MANAGER
 CLAIMS PERSONNEL
 SERVICE MANAGER

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

© 2017 Subaru of America, Inc. All rights reserved.



QUALITY DRIVEN® SERVICE

SERVICE BULLETIN

APPLICABILITY: 2015-2017MY Legacy and Outback

NUMBER: 12-218-17

SUBJECT: Additional TIPS for Front Door Wind Rushing Sound Repair

DATE: 03/30/17

INTRODUCTION:

This bulletin provides supplemental information and an inspection point to use when diagnosing a wind rushing sound concern that persists on vehicles:

- past the production change provided in TSB 12-176-14R, dated 10/28/2015 or
- which have already had the repairs outlined in TSB 12-176-14R performed and the concern persists from the front door(s).

PRODUCTION CHANGE INFORMATION:

The latest production changes were implemented during September, 2015 starting with the following VINS: **G3014581** (LEGACY) and **G3230683** (OUTBACK).

PART INFORMATION:

Description	Part Number	Notes:
CUSHION UPPER B*	94281AL01A	Qty. 1 req'd. per door

**Referred to as Foam Piece #1 in this TSB and TSB 12-176-14R.*

SERVICE PROCEDURE / INFORMATION:

After road testing, confirming the condition and with the window all the way down (open), closely inspect the top rear corner of the door trim panel for any gap between the outer sash and door trim panel as shown below.

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.

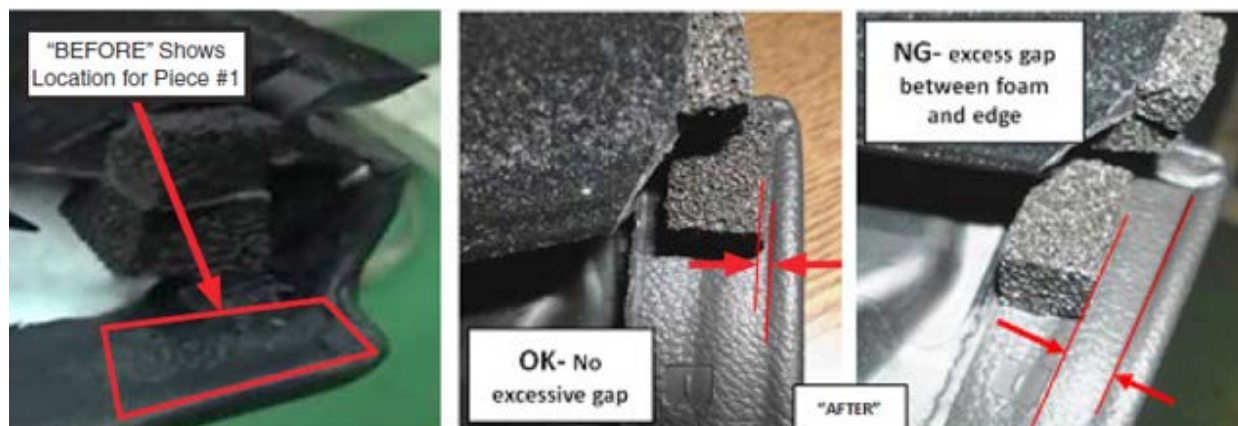
SUBARU OF AMERICA, INC. IS ISO 14001 COMPLIANT

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.

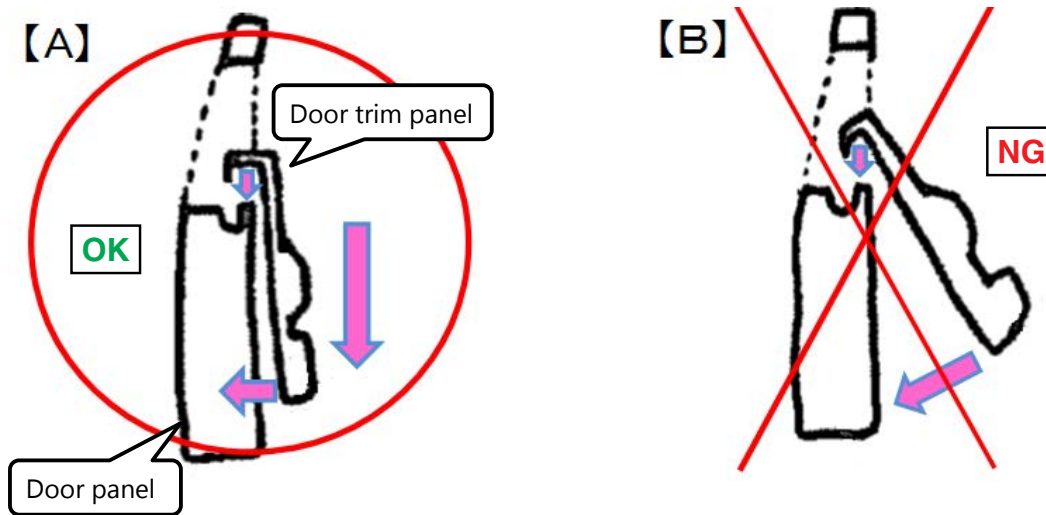


If the gapping condition (“NG”) shown in Figure 2 above is confirmed, **CAREFULLY** remove the affected door panel following the procedure outlined in the applicable Service Manual. Remove any residual EPT foam and / or adhesive with mild solvent on a clean shop cloth. Install a new EPT foam piece as described below.

- **EPT Foam Piece #1** is applied to top **REAR** inside corner of the door trim panel where the trim material wraps around the back edge as shown in the “Before” and both the proper and improper installation “After” photos below. The NG photo shows an excessive gap between the foam and edge of the trim panel.



VERY IMPORTANT: When reinstalling the door trim panel, it must be **parallel** to the inner panel of the door frame as shown in illustration (A) below. This will keep the EPT foam from bunching up and causing a gap between the trim panel and sash to re-develop. **DO NOT** pull the bottom of the trim panel outward and “hook” the top onto the door frame like shown in illustration (B).



After the trim panel is reinstalled, verify there is no gap between it and the sash as shown in Figure 1 above.

Road test the vehicle again to confirm the repair.

WARRANTY / CLAIM INFORMATION:

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

IMPORTANT NOTE: The claim coding below is to be used for repairing vehicles which have already had TSB 12-176-14R performed **OR** have a VIN after the production change listed above **ONLY**.

Labor Description	Labor Operation #	Labor Time	Fail Code
2015-17MY Legacy / Outback Front Door Wind Rushing Sound Repair, ONE Side	A912-621	0.8	WBI-48
2015-17MY Legacy / Outback Front Door Wind Rushing Sound Repair, BOTH Sides	A912-624	0.9	

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.