

- 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 BULLETIN**

**APPLICABILITY:** 2019MY Forester **NUMBER:** 12-261-19R  
**SUBJECT:** EyeSight Camera Cover Removal and Installation **DATE:** 04/17/19  
 Cautions **REVISED:** 06/04/19

**INTRODUCTION:**

This Service Information bulletin provides helpful tips to use when removing or reinstalling the EyeSight camera cover. Improper removal / installation practices can damage the camera cover and also have a negative effect on the operation of the system, cause a rattling condition to develop, or both.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs.

The current Service Manual procedures for Removing and installing the EyeSight Camera cover remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

After removing the two bolts adjacent to each map light, **CAREFULLY** pull down on the back edge of the camera cover **ONLY AS FAR AS NECESSARY** to access and release the two clips at the rear with a plastic trim tool. Pulling the cover down any more than needed will likely damage the two front hooks necessitating cover replacement. See (Fig. 1) below. Use a twisting motion with a plastic trim tool to release the single clip on either side while being extremely careful to not damage the edges of the cover. Once all four clips are released, slide the cover forward to release the two front hooks from the camera assembly.

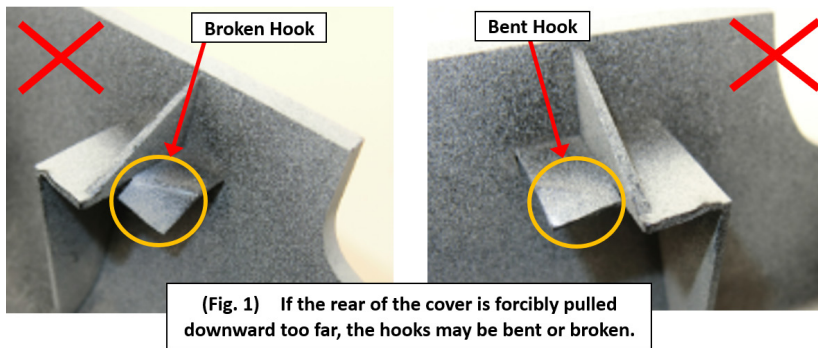
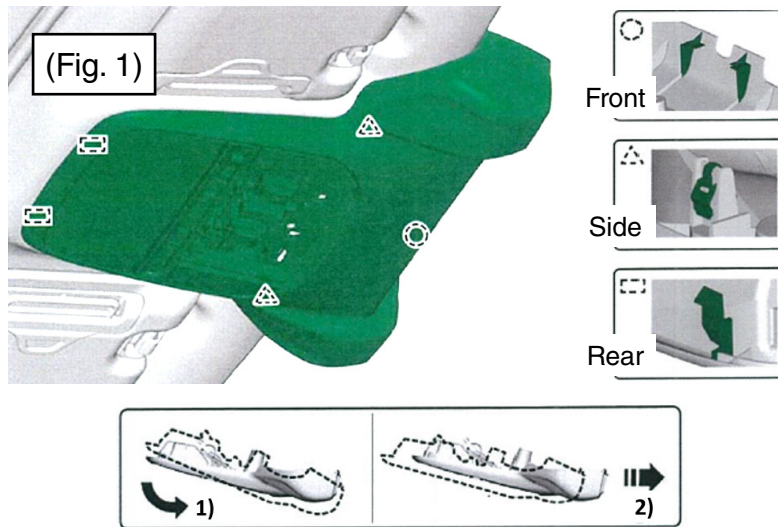
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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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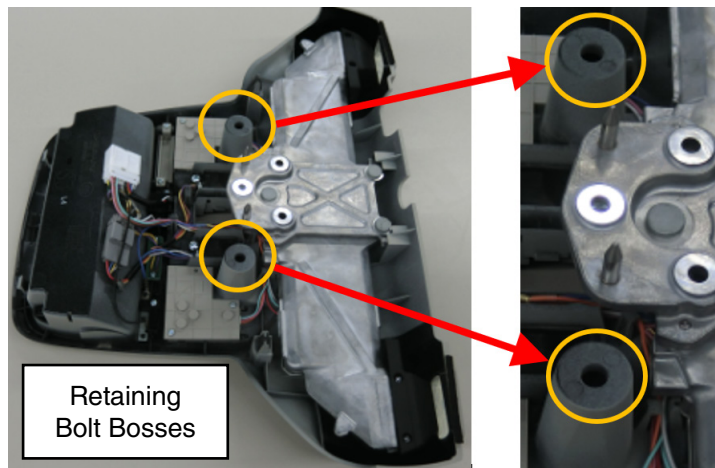
ISO 14001 is the international standard for excellence in Environmental Management Systems. Please recycle or dispose of automotive products in a manner that is friendly to our environment and in accordance with all local, state and federal laws and regulations.

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When reinstalling the camera cover, **CAREFULLY** slide it from front to back to engage the two front hooks first followed by the side clips then the rear clips.

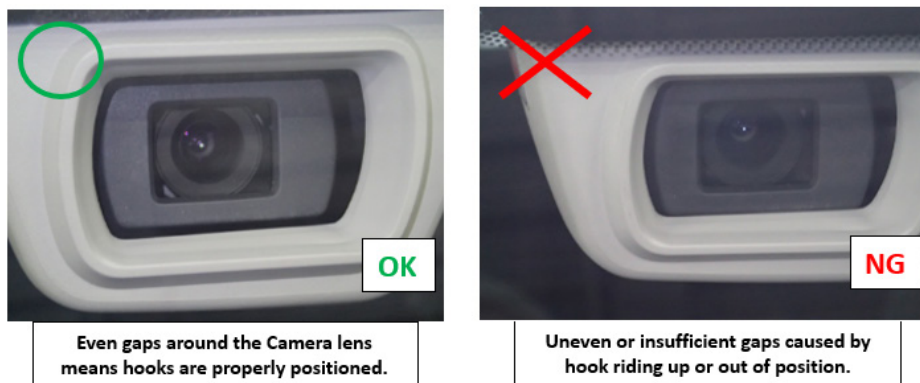
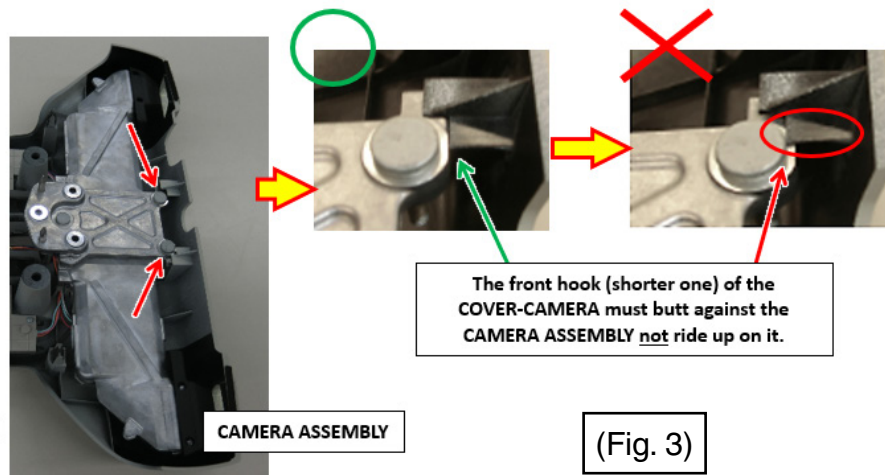
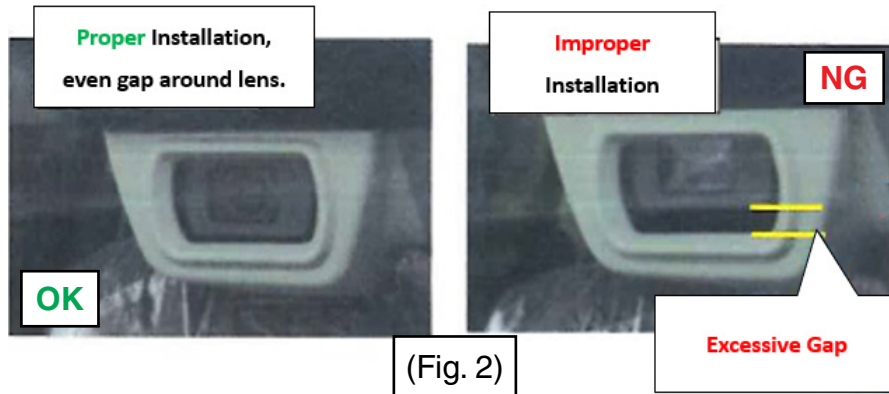
**CAUTION:** Make sure there is nothing (e.g. wires, trim) between the retaining bolt bosses of the cover and the vehicle body before tightening the two bolts. Torque to 5.5 Nm (4.1 ft. lbs. or 49 inch-pounds).



Once the cover is reinstalled, confirm a proper repair by looking closely through the windshield at the front of both EyeSight camera lenses. When the cover is installed properly, there should be an even gap (approximately 1mm) all the way around each lens as shown in the OK photo in (Fig. 2) and (Fig. 3) below. If there is an uneven gap, chances are the shorter portion of the front hook(s) has ridden up onto the camera housing instead of being butted up against it. OK and NG photos of this condition are also included in (Fig. 2) and (Fig. 3) below.

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**IMPORTANT:** If the cover is not installed properly, there will be an uneven gap around the lens. This can cause a rattle sound when driving on rough roads and / or possible EyeSight operational concerns.



**VERY IMPORTANT:** Whenever the camera cover has been removed, always confirm proper EyeSight system operation as a final quality check before releasing the vehicle.

### 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.