

- 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: 2019MY Ascent **NUMBER:** 12-265-19
SUBJECT: EyeSight Camera Cover (Sunglasses Holder Portion)- Design Change **DATE:** 06/11/19

INTRODUCTION:

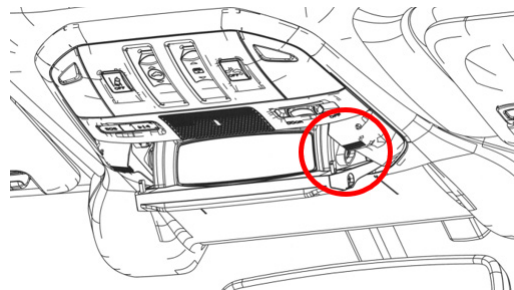
This bulletin announces a design change made to the sunglasses holder portion of the EyeSight camera cover. In rare cases, the sunglasses holder may bind or otherwise not operate smoothly when trying to open and / or close it. The mechanism has been changed in the area circled in the illustration below to eliminate binding and provide smooth operation during opening and closing.

PRODUCTION CHANGE INFORMATION:

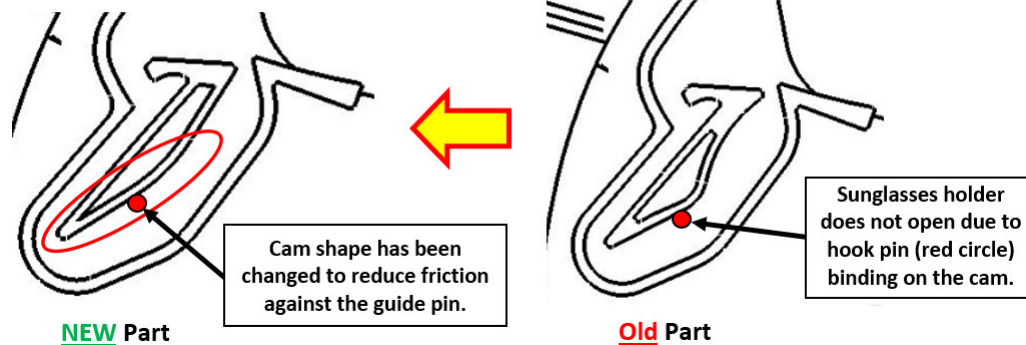
The new EyeSight camera covers were incorporated into production starting with VIN **K3461301**.

PART INFORMATION:

Description	Part Number
COVER - CAMERA	87505XC00BME
	87505XC01BME
	87505XC04BME
	87505XC05BME



Side (End) View of Sunglasses Holder



REMINDER: Always order the most up-to-date replacement parts based on the specific VIN being repaired.

<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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SERVICE PROCEDURE / INFORMATION:

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

The service procedure for replacement of the EyeSight Camera cover remains unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed including taking all related precautions whenever working on the EyeSight system. The Service Manual procedures contain information critical to performing an effective repair the first time and every time.

NOTES:

- When refitting the cover, always confirm the harness connectors above it are in the proper position and not causing any of the switches to bind during their operation as shown in the example below.



- Verify all affected wiring harnesses are clear of the cover's mounting points to ensure none get pinched between the cover and vehicle body when tightening the retaining hardware.
- Confirm all fasteners securing components transferred to the new cover are properly tightened.
- As a final check, turn ignition key to ON and confirm the auto dimming feature operation. Cover the sensor on the back of the mirror with your hand. Once the mirror dims, keep your hand over the sensor while pressing the brake pedal and shifting the car into Reverse. Verify the mirror brightens up as expected to complete the function check.

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

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
EYESIGHT STEREO CAMERA COVER R&R	A067-710	0.2	ZFX-48

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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.