

- 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: 2014-18MY Forester **NUMBER:** 12-272-19R
SUBJECT: Glass Run Channels (Front Door) - Design Change **DATE:** 09/26/19
REVISED: 09/30/19

INTRODUCTION:

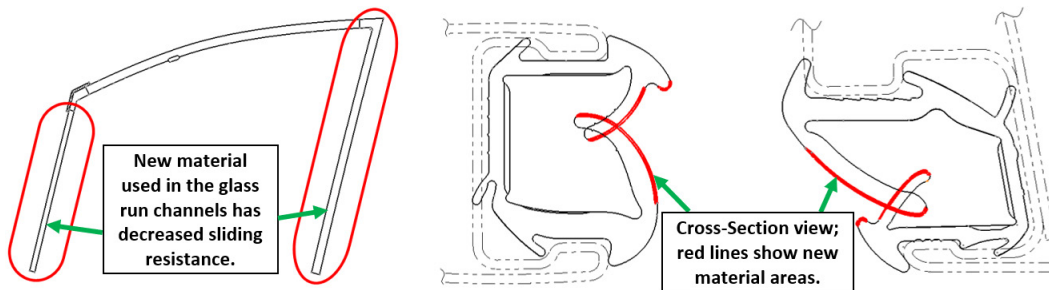
This bulletin announces a design change made to the front door glass run channels. Water can enter the run channels and cause a stick-slip (judder) condition to occur as the door glass opens and closes. The judder is transferred through the window regulator mechanism in the form of mechanical resistance to the electric window motor. On models equipped with the Auto-up and Auto-down feature, if the level of this resistance increases enough, the auto-reversing (anti-entrapment) feature can activate and cause an inability to close the window.

PART INFORMATION:

The run channel surfaces that contact the door glass were changed to parts with lower sliding resistance.

Description	Part Number	Application
RUN CHANNEL- RF	63527SG002	2014-16MY
RUN CHANNEL- LF	63527SG012	
RUN CHANNEL- RF	63527SG101	2016-18MY
RUN CHANNEL- LF	63527SG111	

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



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.

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SERVICE PROCEDURE / INFORMATION:

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

The service procedures for replacing the glass run channel remains 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. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

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
ONE FRONT DOOR GLASS RUN CHANNEL WEATHER STRIP R&R	A914-421	0.4	WBA-29
BOTH FRONT DOOR GLASS RUN CHANNEL WEATHER STRIPS R&R	A914-424	0.7	

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.