

**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:** 2019-20MY Ascent

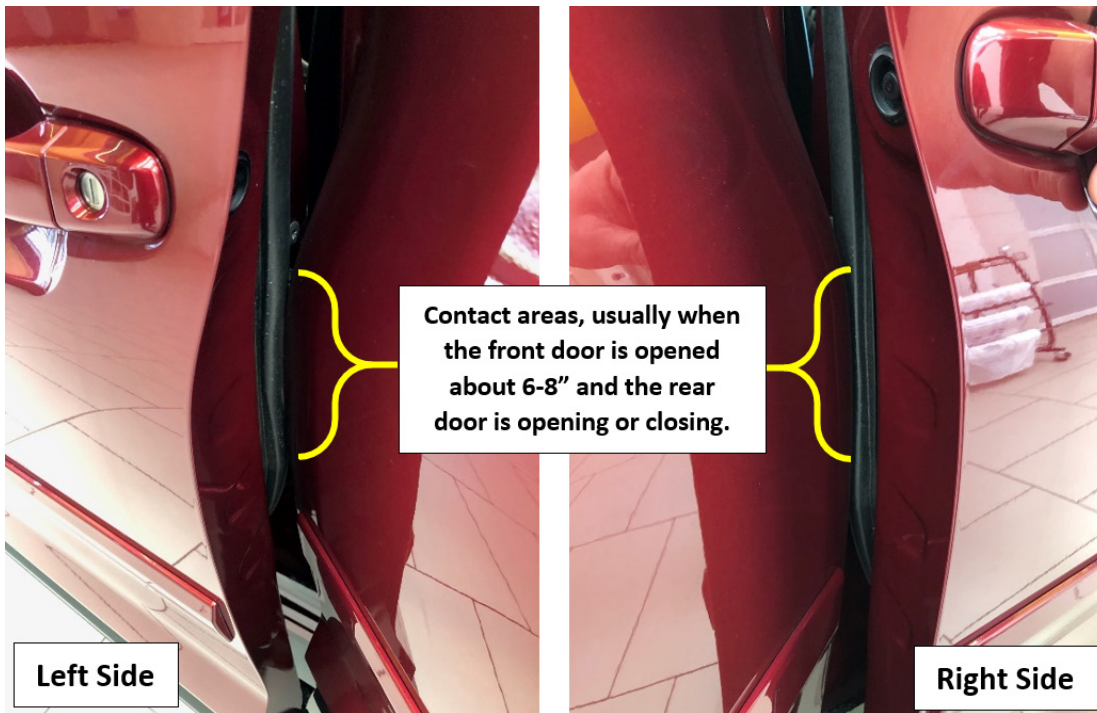
**NUMBER:** 12-286-20

**SUBJECT:** Front Door Weatherstrip- Design Change

**DATE:** 04/06/20

**INTRODUCTION:**

This bulletin announces a design change made to the front door weatherstrips to prevent interference with the leading edge of the rear doors under certain circumstances. This condition can happen when the “timing” of opening both front and rear doors occurs at the same time and in the right sequence. If one door is fully opened or closed before the other, there is no possibility of contact.



**PRODUCTION CHANGE INFORMATION:**

The new front door weatherstrips were incorporated into production starting with VIN **L3454488**.

**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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## PART INFORMATION:

The new front door weatherstrip part numbers are:

- Right Front- **63511XC00B**
- Left Front- **63511XC01B**

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

## SERVICE PROCEDURE / INFORMATION:

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

The service procedures for front door weatherstrip replacement 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 first time, every time. A replacement procedure including various helpful hints is supplied below.

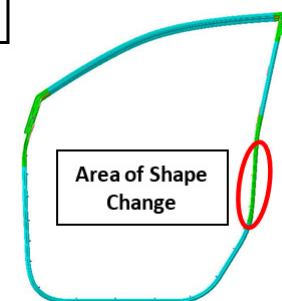
The new front door weatherstrips were changed in the potential contact area. The changes eliminate the gapping shown below and provide additional clearance needed to prevent the interference with the rear door's front edge.



This cross-section illustration shows the changes made in the latch area to eliminate the gapping and interference.



New: —  
Old: - - -



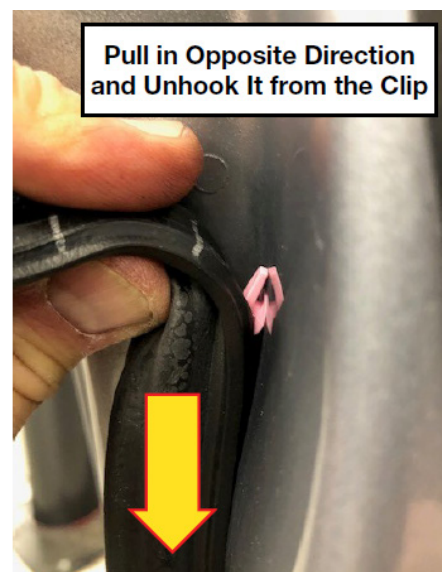
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## **REMOVAL:**

- Remove the 10 mm hex bolt securing the door checker to the body side of the door jamb. This bolt must be removed as the weatherstrip is positioned in between the checker and the door hinges. Once this bolt is removed, use CAUTION when moving the door to avoid over-extending (opening) it which will cause damage. It is also strongly recommended to avoid working in windy areas.
- **CAREFULLY** release the two molded-in retaining clips, one at the top rear corner (shown below) and the other at the front vertical area adjacent to the door mirror at the beltline. Always use a plastic trim stick to protect the vehicle's paint finish.
- Pull the weatherstrip out of the retaining grooves securing it to the upper half of the door.



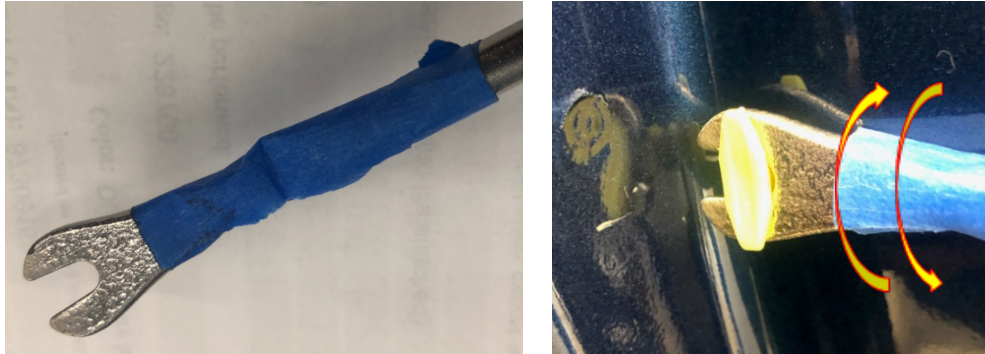
- Plastic “T” clips are used to secure the weatherstrip to the lower portions of the door. **CAREFULLY** pull (stretch) the weatherstrip one way only as far as needed to release it from one side of the “T” clip then slide it off the other side. **NOTE:** The replacement weatherstrips have new “T” clips already installed.



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- Apply protective tape to a small trim clip removal tool as shown below (or use a slotted plastic version of the tool). Engage the “T” portion of the clip and **CAREFULLY** remove them using a “rocking” motion to avoid breakage. Any broken clips will need to be retrieved from inside the door to avoid potential post-repair rattle sound concerns.



As an alternative tool, a pair of wire cutters as shown below can also be used. Turn the “T” clip parallel to the cutter’s edges and **CAREFULLY** pry them out. **DO NOT SQUEEZE** the wire cutter any tighter than needed to hold the clip. **NEVER CUT THE CLIPS** as any pieces that fall inside the door must be removed to avoid potential post-repair rattle sound concerns as previously stated.



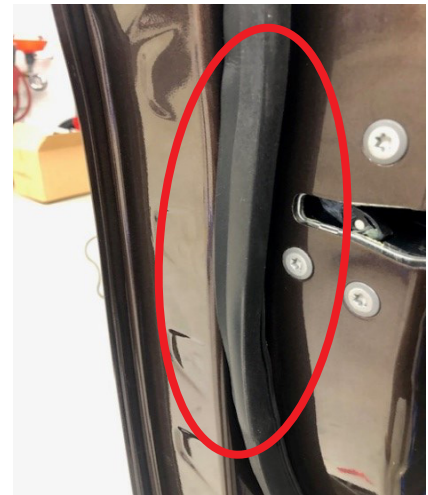
## **INSTALLATION:**

- Starting at the upper rear corner, install the new weatherstrip. **IMPORTANT: DO NOT** install either of the two molded-in retaining clips until the new weatherstrip is fully seated back into all the upper retaining grooves. “Hook” the outer edge into the outer grooves then use a plastic trim stick to work the inner edge fully into the inner grooves as shown below.



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- Go around the bottom half of the door and install the “T” clips back into all their respective holes. Once the new weatherstrip is fully installed and seated into proper position, press the two molded-in retaining clips in firmly to lock both the top rear corner and front vertical portion above the beltline molding back into place.
- Make sure all the new weatherstrip’s T-Clips align with their respective holes **BEFORE** starting to push them into place. Removal without damaging them to re-position the new weatherstrip must be avoided. When all are installed, as a final check, go back over each one by lightly tugging on the weatherstrip as shown here to confirm all the clips are fully seated tight against the door frame.
- **IMPORTANT:** The new weatherstrip must fit fully into the outer “corner” area of the door at the latch area to provide the most clearance. A photo of the completed installation is shown here.
- Reinstall the 10 mm door checker hex bolt and torque to 33Nm (24 ft. lbs.) to complete the procedure.



### 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 DOOR WEATHERSTRIP R&R	B914-701	0.3	WAK-29
EACH ADDITIONAL DOOR WEATHERSTRIP R&R	C914-705	0.2	

### 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.