

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: 2017-20MY Impreza 5-Door
2018-20MY Crosstrek

NUMBER: 12-293-20

DATE: 08/27/20

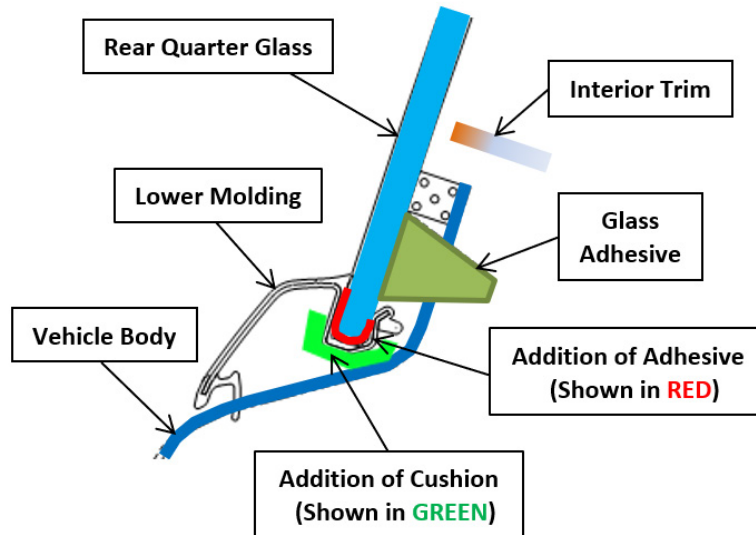
SUBJECT: Rear Quarter Glass- Design Change

INTRODUCTION:

This bulletin announces design changes made to the rear quarter glass assembly in response to a small number of reports describing a rattling -type sound originating from the lower molding. In some cases, the lower molding may become loose enough to cause the condition. The changes involve:

- addition of adhesive to supplement the clamping force securing the lower molding to the glass
- a new cushion to provide insulation between the lower molding and body.

The cutaway illustration below provides detail of the changes.



PRODUCTION CHANGE INFORMATION:

The new quarter glass assemblies were incorporated into production starting with the following VINs:

- Impreza 5-Door: (TBD)
- Crosstrek: **L8264639**

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:

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 quarter glass replacement remain unchanged. Always refer to the applicable Service Manual and review the full requirements of the repair being performed and follow the instructions CAREFULLY. The Service Manual procedures contain information critical to performing an effective repair the first time, every time. This includes but is not limited to: important SAFETY precautions, 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
REAR FIXED QUARTER GLASS R&R	B914-301	1.0	WAF-25

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.