

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: 2020MY Legacy and Outback **NUMBER:** 07-189-21
SUBJECT: Front Door Window Regulator- Erratic Operation **DATE:** 02/15/21

INTRODUCTION:

This bulletin announces availability of new front door window regulator assemblies in response to limited concerns of erratic operation of the anti-entrapment feature and / or the door glass either not closing or closing very slowly. The change was made to control the upper mount of the regulator which allows the glass to ride in the center of the sash frame and not rotate on the frame causing a binding condition.

PART INFORMATION:

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

Description	Part Number
REGULATOR & MOTOR ASSEMBLY RF	61041AN00A
REGULATOR & MOTOR ASSEMBLY LF	61041AN01A

SERVICE PROCEDURE / INFORMATION:

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

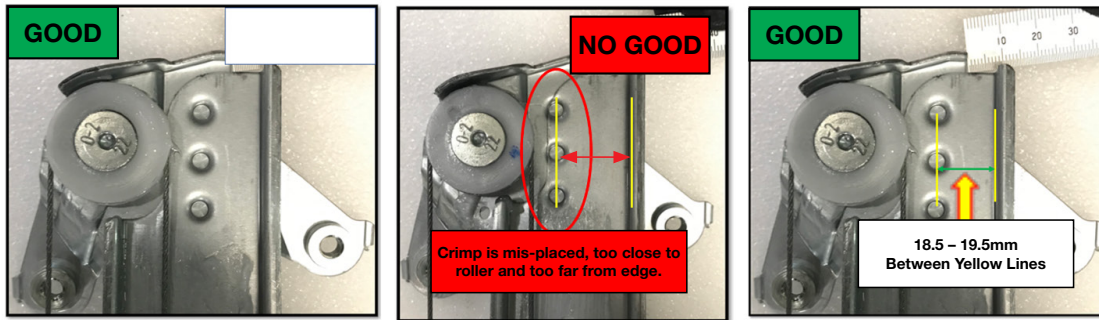
This Service Procedure involves inspection of the regulator assembly and the corresponding glass run channel and their replacement when determined necessary.

STEP 1: Remove the window regulator assembly from the door following the procedure in the applicable STIS Service Manual. **REMINDER:** Use all precautions when working with these highly visible interior trim panels to protect them from damage.

<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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STEP 2: Measure the regulator upper roller frame to confirm the crimping process was performed in the proper location as shown in the comparison photos below. If the crimp is out of position, the window regulator assembly must be replaced.



- In the NO GOOD photo above, the crimp tool edge has contacted the 3 “dimples” and the gap between them and the edge shown in the “GOOD” photos is exceeds 19.5mm. If EITHER of these conditions is identified, the window regulator assembly must be replaced.

STEP 3: Inspect the glass run channel AFTER regulator replacement is complete. If it is physically damaged or does not allow proper function of the regulator / glass, it must be replaced. Photos of damaged glass run channels are supplied below for reference.



When inspection determines replacement is required, the service procedures for window regulator assembly and glass run channel replacement remain unchanged. Always refer to STIS 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, 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 or covered by an active Subaru Added Security Classic or Gold plan, this repair may be submitted using the following claim information

Labor Description	Labor Operation #	Labor Time	Fail Code
ONE POWER WINDOW MOTOR & REGULATOR ASSY R&R	B850-271	0.4	SBW-21
ADDITIONAL POWER WINDOW MOTOR & REGULATOR ASSY R&R	C850-275	0.3	

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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.