

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: 2019-21MY Forester

NUMBER: 12-233-22

SUBJECT: Squeak Sound During Front Window Operation / Design Change to Running Channel Seal

DATE: 02/11/2022

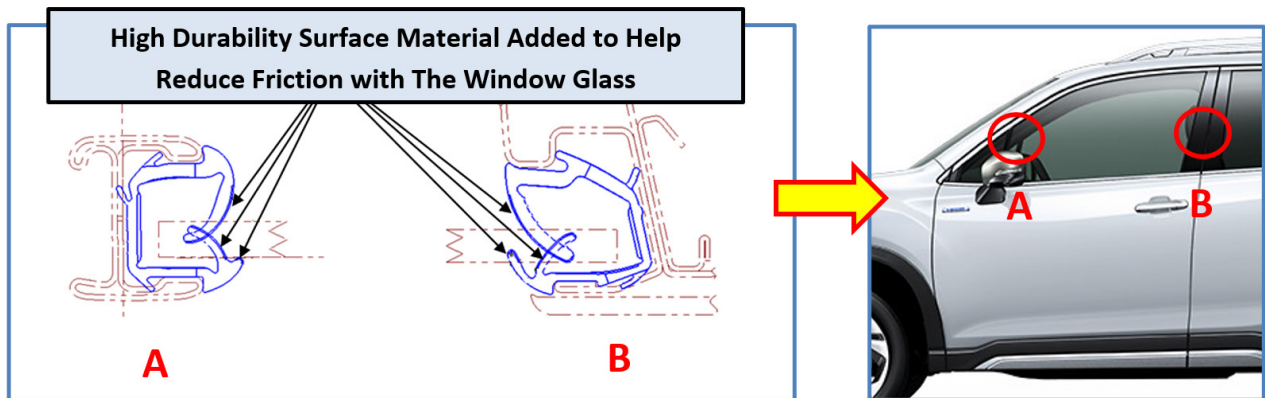
INTRODUCTION:

This bulletin announces the design change to the front window channel running channel seals. A new surface material has been introduced to reduce any friction with the window glass. This change reduces the audible operation when the window is operated in the up or down direction. If a customer experiences any excessive “Squeak-type” sound(s) while operating the front window(s), replace the affected running channel seal.

PART INFORMATION:

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

Part Description	Part Number
RUN CHANNEL-FRONT DOOR,RIGHT	63527SJ001
RUN CHANNEL-FRONT DOOR,LEFT	63527SJ011



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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SERVICE PROCEDURE / INFORMATION:

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

The service procedures for the front door running channel seals **DO NOT** require the removal of the front door vapor barrier. See the instructions listed below for details.

IMPORTANT NOTES:

- Refer to the applicable Service Manual and review: General Description > Repair Contents > Action required before & after Battery Disconnect. Additionally, record any stored seat position(s) before proceeding. Relearn any seat position memory after work is complete. If the power rear gate (PRG) height has been customized, that position must also be noted and relearned.
- Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch.-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.
- The front door running channel seal can be replaced **WITHOUT** the moisture barrier removed. See below for added replacement tips. Always inspect the moisture barrier condition and confirm the barrier is sealed properly.

STEP 1: Position the affected window slightly lower than half-way open.

STEP 2: Remove the door trim. Refer to STIS: Body & Electrical/WIRING SYSTEM > EXTERIOR/ INTERIOR TRIM > Door Trim **NOTE:** It is good practice to inspect the condition of the moisture barrier at this time.

STEP 3: Remove the front door speaker. Refer to STIS: Body & Electrical/WIRING SYSTEM > ENTERTAINMENT & MONITORING > Front Speaker



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STEP 4: Using a plastic trim tool, release the upper section of the channel seal from the guide track.



STEP 5: Pull the rear section of the seal out by hand while applying forward pressure to the window glass. This will allow less resistance. With the rear section removed, the front section of the seal has less tension, allowing an easier removal. Remove the front section by pulling it out of the channel.



NOTE: SOA glass cleaner (SOA868V9130) or equivalent can be used as an installation lubricant.

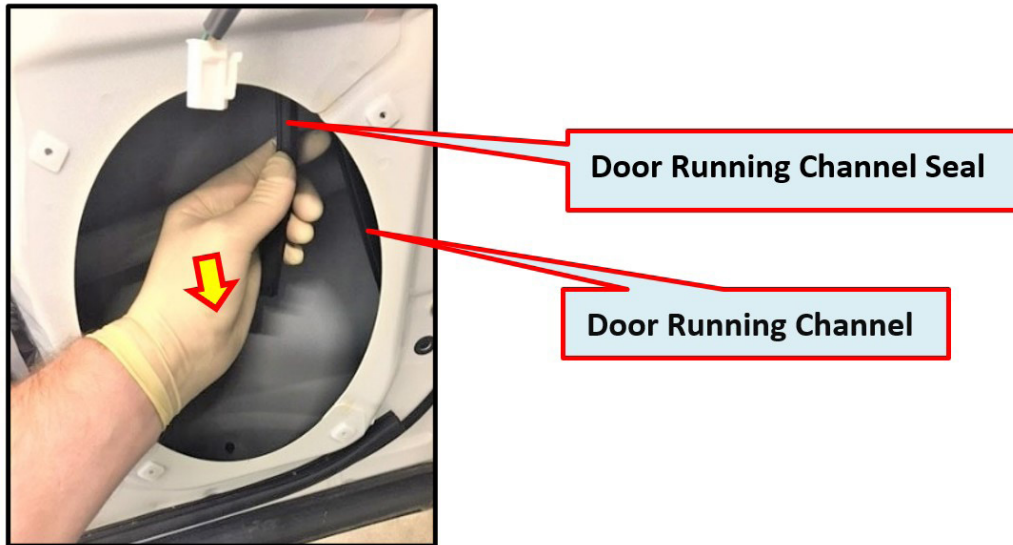
CAUTION: Do Not use any silicone-based lubricants when installing the channel seal. These types of lubricants will not dry and cause an unsecure fit of the window seal.

STEP 6: Install the front section of the seal first. Start by pushing the seal down the upper portion of the channel.



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STEP 7: Once the seal is pushed down far enough, reach through the access hole created by the removed speaker, and pull the seal down to the desired length.



STEP 8: While applying forward pressure to the window glass, push the rear section of the seal into the channel until the desired depth is made.



STEP 9: The top section of the seal can now be installed. It is important the alignment of the seal is correct. Use special attention to the front corner glass area of the seal. An alignment hole in the door is matched to the bulged portion of the seal.



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STEP 10: Reinstall the door speaker. Refer to STIS: Body & Electrical/WIRING SYSTEM > ENTERTAINMENT & MONITORING > Front Speaker

STEP 11: Reinstall the door trim. Refer to STIS: Body &Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Door Trim

STEP 12: Function test the window operation. Ensure the seal is free from binding, pinching, etc.

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 CLASS RUN CHANNEL WEATHERSTRIP R&R	A914-421	0.4	WBA-29
BOTH FRONT DOOR GLASS RUN CHANNEL WEATHERSTRIPS 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.