

- 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:** 2019-23 Ascent

**NUMBER:** 12-254-24

**SUBJECT:** Rear Quarter Panel Rust / Rear Gate Glass Design Change

**DATE:** 09/19/24

### INTRODUCTION:

This bulletin announces the design change made to the rear gate glass. This change was developed to address cases of rust build up along the edge of the rear gate opening of the rear quarter panel. Debris can pass through the rear gate opening and become agitated by the rear glass seal causing the paint to wear. The new rear glass seal positioning has been changed preventing any debris build-up. If rust formation is found along the rear quarter panel gate opening. Replace the rear gate glass with the new part.

### DESCRIPTION OF SYMPTOM:



The highest part of the rear quarter panel has rust build-up.

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**PRODUCTION CHANGE INFORMATION:**

The new rear gate glass has been incorporated into vehicle production as per the table below.

Model	Starting VIN
Ascent	P3445406

**PART INFORMATION:**

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

Part Description	Part Number
GLASS-REAR GATE	63019XC00B
	63019XC01B

**SERVICE PROCEDURE / INFORMATION:**

The service procedures for rear gate glass 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 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.

Refer to STIS: Body & Electrical/WIRING SYSTEM > GLASS/WINDOWS/MIRRORS > Rear Gate Glass

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**RUST REMOVAL/PAINT REPAIR:** It is important to remove any rust from the painted surfaces using the following method:

1. Remove any oil, grease, or wax from the affected area.
2. Apply the applicable Subaru touch-up paint to any area where paint has been removed. It is vital to remove any rust staining prior to paint application.
3. Allow sufficient time to dry before operating the rear gate.

**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 (H)	Repair Code
REAR WINDOW GLASS / WEATHER STRIP R&R and TOUCH UP PAINT APPLICATION	B914-086	2.2	WAB-03
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	.3	

Up to \$1.00 can be claimed in sublet for touch up paint used.

**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.