

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: 2019-22MY Forester
2019-22MY Ascent
2020-22MY Legacy & Outback

NUMBER: 12-257-25R

DATE: 02/06/25

REVISED: 03/24/25

SUBJECT: Windshield Warranty Extension / Inspection

INTRODUCTION:

In the interest of customer satisfaction, Subaru of America, Inc. (SOA) is extending the New Car Limited Warranty coverage for the Front Windshield used in the above listed models and model years from three (3) years / 36,000 miles to eight (8) years / 100,000 miles (whichever comes first). If a customer experiences windshield damage, inspect the damage as per the guidelines supplied in this bulletin to confirm if the damage is covered under the Warranty Extension. If the damage qualifies, a **one-time** replacement will be covered under the Warranty Extension.

PART INFORMATION:

Windshield				
Part Description	Model	Part Number	Details	
WSHLD GL ASSY	2020-2022MY Legacy/Outback	65010AN00B	w/ standard rearview mirror	
		65010AN01B	w/ wiper deicer & standard rearview mirror	
		65010AN02B	w/ wiper deicer & auto dimming mirror/smart rearview mirror	
	2019-2022MY Forester	2019-2022MY Forester	65009SJ171	Standard windshield
			65009SJ191	w/ wiper deicer & EyeSight camera
			65009SJ211	with EyeSight camera
			65009SJ390*	w/ EyeSight camera
			65009SJ400*	w/ wiper deicer & EyeSight camera
	2019-2022MY Ascent	2019-2022MY Ascent	65009XC00B*	w/ dimming mirror
			65009XC01B*	w/ wiper deicer & dimming mirror
			65009XC02B	w/ wiper deicer & auto dimming mirror
			65009XC03B	w/ wiper deicer & smart rearview mirror

NOTE: Part number indicated with a * will require the moldings to be ordered separate.

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.

Subaru of America, Inc. is ISO 14001 Compliant

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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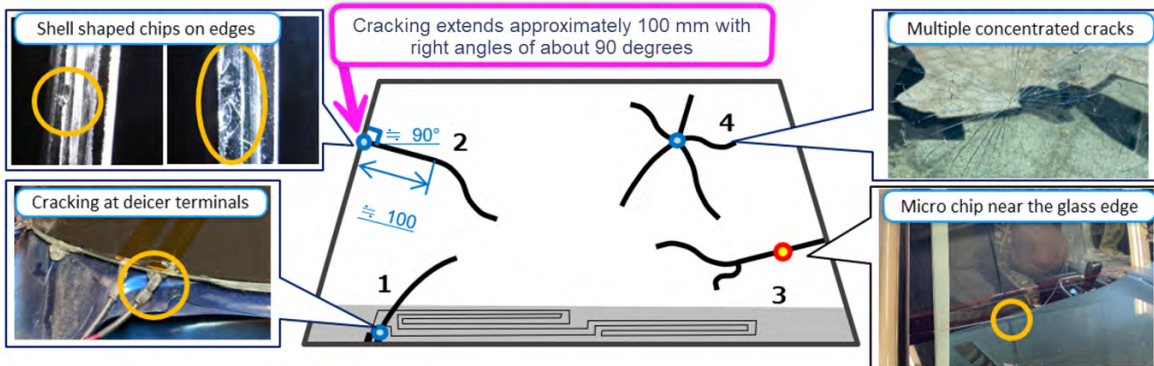
One Time Use Parts		
Part Description	Part Number	Quantity
CAP COWL PANEL UP	91486KJ010	As Needed
CAP CLIP 2 PIECE LWR	91486FL020	
CAP COWL PANEL LOW	91486KJ000	

WINDSHIELD INSPECTION / JUDGING CRITERIA:

STEP 1: Locate the Subaru marking on the lower portion of the driver side of the glass. Confirm the windshield is a genuine Subaru part. If the marking cannot be found and / or the vehicle has been fitted with a non-Subaru windshield, the Warranty Extension does not apply.



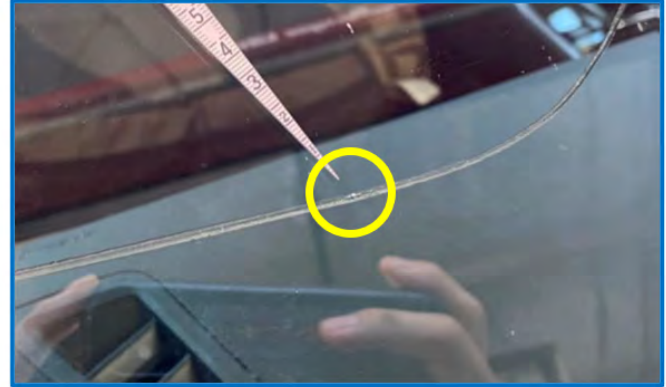
STEP 2: Inspect the damaged area(s) of the windshield and determine what type of damage is present. See the example images below for Warranty qualifying and non-qualifying windshield damage criteria. This damage described in Type 2 and 3 is not specific to one side of the glass and may occur in the upper or lower sections.



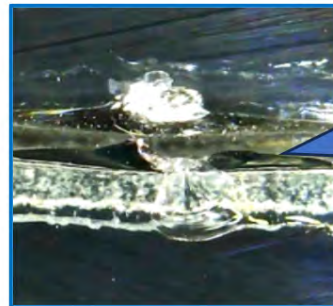
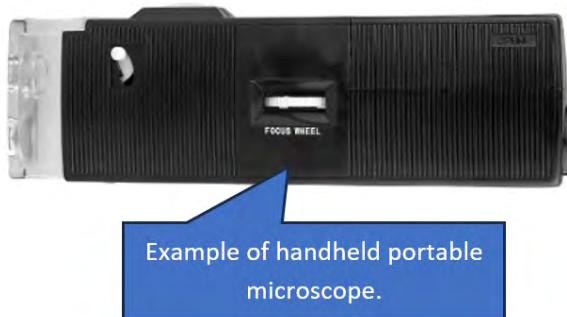
Type	Descriptions	Presumed Cause	3/36 Coverage	Warranty Extension Coverage
1	The straight section extends to the edge of the glass with cracking starting from the deicer terminal.	Unrelated cause	COVERED	NOT COVERED
2	The straight section extends to the edge of the glass with the chip(s) along edge of the glass.	Unrelated cause	COVERED	NOT COVERED
3	A chip can be found within the straight section of a crack.	Cracking is presumed to have been caused by continuous stress starting from a small chip. Refer to APPENDIX A for details	COVERED	COVERED
4	Multiple cracks are concentrated at one center point of a damage area. (spider web or star pattern)	External factors are presumed. Refer to APPENDIX B for details.	NOT COVERED	NOT COVERED

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TIP 1: A ballpoint pen can be used to help identify any chip along the cracks. CAREFULLY guide the tip of the ballpoint pen along the crack to feel for any snags. DO NOT apply excessive pressure as this may cause further damage and make any chips harder to detect.



TIP 2: A handheld portable microscope can also be used to help find any crack starting points.



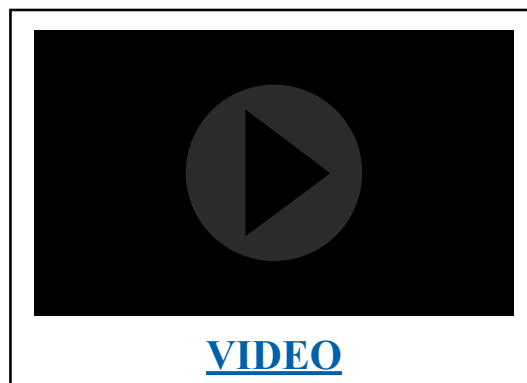
Example image taken with handheld portable microscope.

STEP 3: Is the windshield damage covered by the Warranty Extension (Type 3)?

YES: Replace the windshield as per the applicable Service Manual and process the claim using the Warranty Extension claim information supplied in this bulletin. Refer to STIS: Body & Electrical/WIRING SYSTEM.

NO: Consult with customer regarding replacement/repair options.

IMPORTANT: A video has been developed to provide details of windshield Type 3 damage. Access the video through the link below.



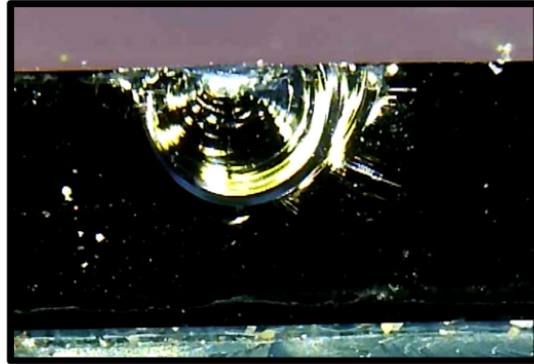
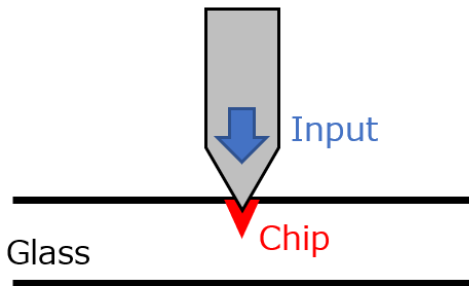
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APPENDIX A

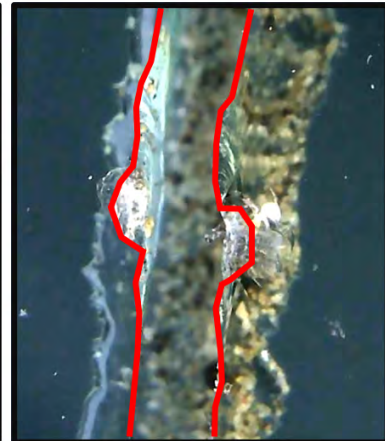
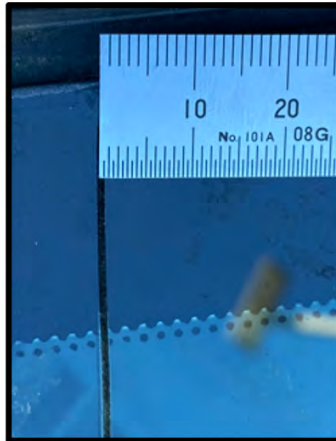
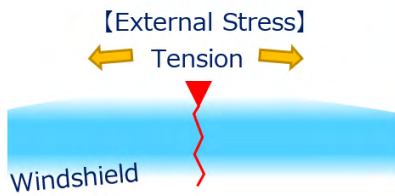
DETAILED INFORMATION REGARDING TYPE 3 DAMAGE:

Type 3 damage results from the combination of small external damage and continual stresses generated by body structure movements (e.g. twist, shock, etc.) during vehicle operation. Type 3 damage is covered under the Warranty Extension.

Small External Damage



Continuous Stress (Tensile Stress)



Extension of Crack



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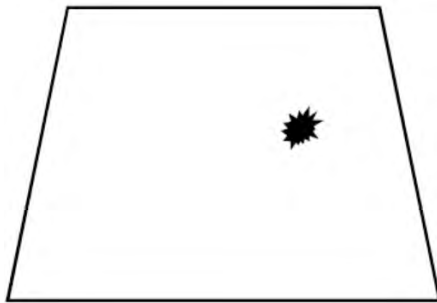
APPENDIX B

DETAILED INFORMATION REGARDING TYPE 4 DAMAGE (NOT COVERED BY THE WARRANTY EXTENSION):

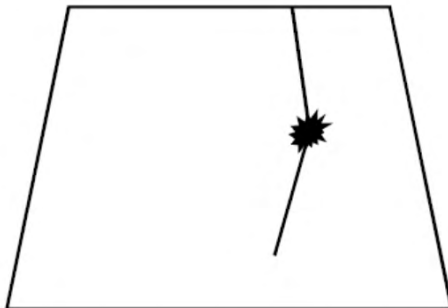
Scratches & Cracks Caused by Flying Objects (Rocks, Road Debris):

- Caused by impact from moving or falling foreign object
- Size may vary from less than 0.1mm to 5mm (Example A).
- Will result in cracking in most cases (Example B)
- In cases when no granular scratches are found, impact marks may still be observed (Example B).
- Often has radial cracks starting from the point of impact (Example C).

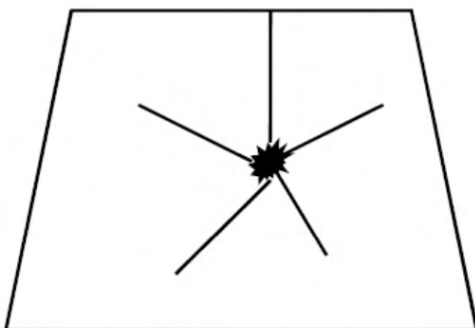
Example A



Example B



Example C



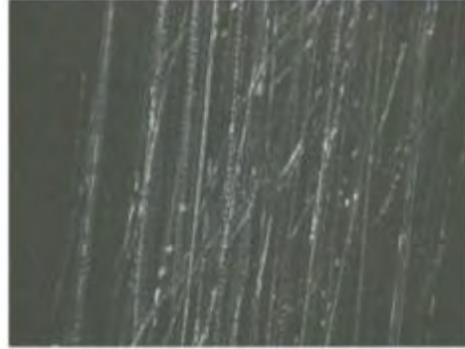
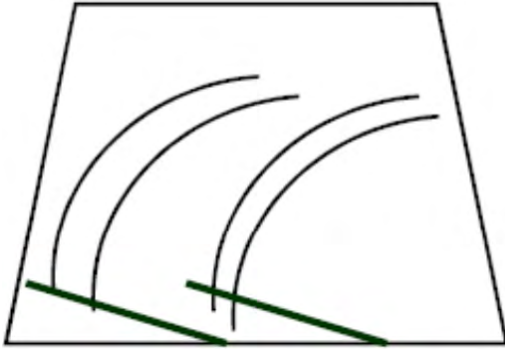
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Scratches Caused by Windshield Wipers:

Sand & Other Particles Get Stuck Between the Wiper Rubber & Glass Causing Scratching During Wiper Operation:

- Will occur in the area of wiper operation
- Can be one or more lines parallel to each other
- The scratch lengths can vary in size.

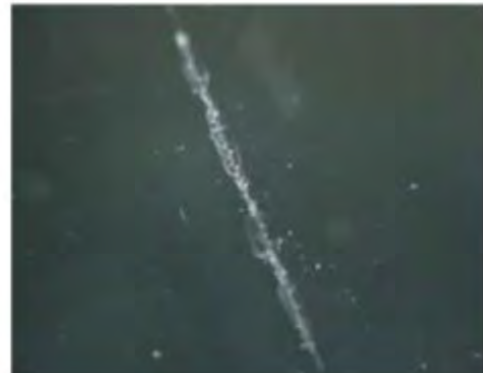
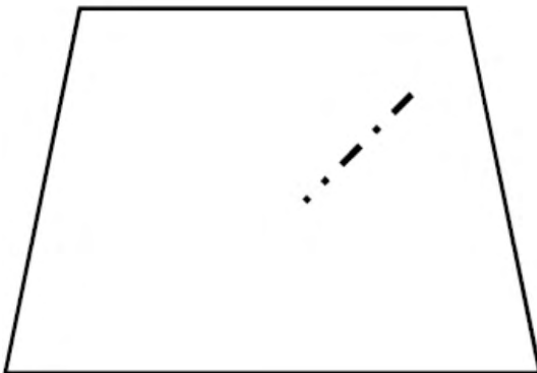
Example D



Scratches Caused by Metal Contact:

- May be caused by contact with car keys, metal buttons attached to clothing, umbrellas, etc.
- These scratch types are generally sharp and can occur in any angle.
- The length is random and is often in a single line.

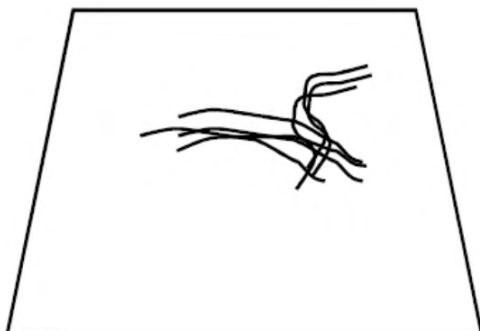
Example E



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Scratches Caused by Wiping or Cleaning:

- May occur when the glass is cleaned with a contaminated cloth or towel
- Relatively long scratches and are often gathered
- The scratches tend to overlap each other randomly and draw arcs following the wiping pattern.



WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited Warranty period or covered by the Windshield Warranty Extension, for a **ONE-TIME** replacement or inspection where applicable, this repair may be submitted using the following claim information:

Labor Description	Labor Operation #	Labor Time	Fail Code
WINDSHIELD CHIP INSPECTION - WARRANTY EXTENSION	B914-150	0.3	WBM-00
WINDSHIELD/WEATHER STRIP R&R	C914-151	2.0	WBM-08
CAMERA R&R FOR WINDSHIELD REPLACEMENT	C914-141	0.2	
EYESIGHT CALIBRATION/ADJUSTMENT	C067-718	0.9	
SUBLET REPAIR, ADMINISTRATION EXPENSES	C101-108	0.3	

NOTE: Up to \$70.00 can be claimed in sublet for materials used during windshield replacements. This **ONLY** applies in cases when the windshield replacement is performed by the retailer. Reimbursement for materials cannot be claimed on windshield replacements performed by an outside vendor.

IMPORTANT REMINDERS:

- The standard **PRE**-Authorization requirement for glass repairs over \$500.00 has been waived for repairs covered by the Warranty Extension outlined in this Service Bulletin.
- The **PRE**-Authorization requirement for glass repairs over \$500.00 is still in force for any and all repairs which are warrantable but **NOT** covered by the Warranty Extension outlined in this Service Bulletin.
- 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.