

**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:** 2020-24MY Legacy and Outback  
2019-24MY Ascent

**NUMBER:** 07-189-21R

**DATE:** 02/15/21

**SUBJECT:** Door Window Regulator- Erratic Operation

**REVISED:** 04/29/25

### INTRODUCTION:

This bulletin announces availability of new door window regulator assemblies and door glass run channel seals 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. In addition, the production process of the door glass run channel seal has been redeveloped to provide added rigidity to the seal allowing to more steadily maintain its shape. If erratic window operation is reported by a customer, refer to the parts and repair procedure information outlined in this bulletin.

### PART INFORMATION:

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

Outback and Legacy ONLY		
Description	Part Number	Production Date
REGULATOR & MOTOR ASSEMBLY RF	61041AN00A	N/A
REGULATOR & MOTOR ASSEMBLY LF	61041AN01A	
RUN CHANNEL-FRONT DOOR, RIGHT	63527AN00A	02/23/2024 and after
RUN CHANNEL-FRONT DOOR, LEFT	63527AN01A	
RUN CHANNEL-REAR DOOR, RIGHT	63527AN04A	
RUN CHANNEL-REAR DOOR, LEFT	63527AN05A	
RUN CHANNEL-REAR DOOR, RIGHT	63527AN14A	
RUN CHANNEL-REAR DOOR, LEFT	63527AN15A	

Ascent ONLY		
Description	Part Number	Production Date
RUN CHANNEL-FRONT DOOR, RIGHT	63527XC00B	02/23/2024 and after
RUN CHANNEL-FRONT DOOR, LEFT	63527XC01B	
RUN CHANNEL-REAR DOOR, RIGHT	63527XC02D	
RUN CHANNEL-REAR DOOR, LEFT	63527XC03D	

**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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## SERVICE PROCEDURE / INFORMATION:

Refer to the table below to confirm the applicable service procedure.

Model	Page Number
LEGACY AND OUTBACK	Page # 2
ASCENT	Page # 3

### LEGACY & OUTBACK

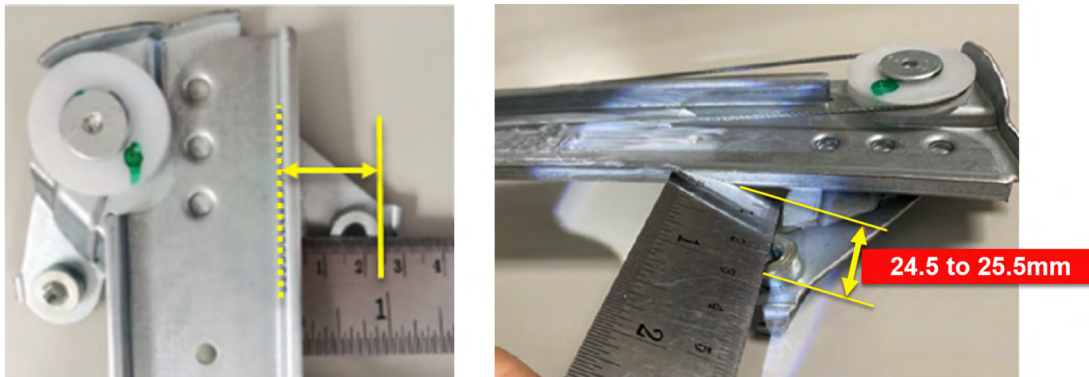
This Service Procedure involves pre-inspection of the regulator assembly and the replacement corresponding glass run channel and their replacement when determined necessary.

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

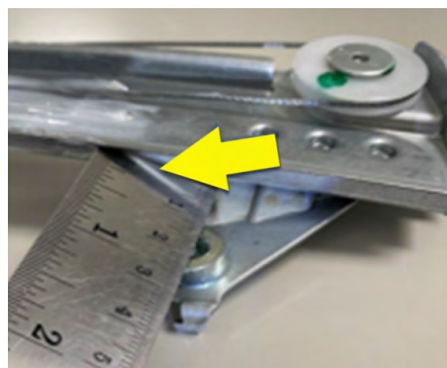
This Service Procedure involves inspection of the regulator assembly and the corresponding glass run channel and their replacement when determined necessary.

**STEP 1:** Remove the affected 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.

**STEP 2:** Measure the regulator upper roller frame to confirm the regulator was correctly assembled. If the measured distance between the outside of the rail guide (see dashed line below) and the outer side of the mounting nut is not within **24.5 to 25.5mm**, the regulator will require replacement. A 30mm wide ruler is recommended.



**IMPORTANT NOTE:** ALWAYS confirm there is no gap between ruler and the frame.



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**STEP 3:** When inspection determines window regulator replacement is required, the door glass run channel seal will also require replacement. See the example photo below of the door glass run channel seal.



The service procedures for window regulator assembly and door 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.

**Ascent**

**STEP 1:** Replace the affected door glass run channel seal. No window regulator inspection/replacement is required.

The service procedures for door 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

Legacy and Outback			
Labor Description	Labor Operation #	Labor Time	Fail Code
ONE POWER WINDOW MOTOR & REGULATOR ASSY R&R	B850-286	0.9	SBW-21
ADDITIONAL POWER WINDOW MOTOR & REGULATOR ASSY R&R	C850-275	0.3	
Ascent			
Labor Description	Labor Operation #	Labor Time	Fail Code
DOOR GLASS RUN CHANNEL WEATHER STRIP R&R	B914-286	.8	WBA-29
EACH ADDITIONAL DOOR GLASS RUN CHANNEL WEATHER STRIP	C914-586	.4	

\*Includes power window testing and diagnosis, and pre inspection of new window regulator when needed.

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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.