

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: 2024-25MY Crosstrek & Impreza
2024-25MY Ascent

NUMBER: 12-268-25

DATE: 07/10/25

SUBJECT: Driver Side Mirror Glass Vibration

INTRODUCTION:

This bulletin announces a repair procedure developed to address cases of the driver side mirror glass vibrating at highway speeds. A change in part supplier was implemented for the left front mirror production on 2024-25MY Ascent, Crosstrek, and Impreza. If a customer reports a driver side mirror glass vibrating at highway speeds, perform the procedures outlined in this bulletin.

PART INFORMATION:

Apply 3M™ Window Weld Ribbon Sealer #08612 is required for this repair.



NOTE: This product is available from most Auto Body Supply outlets and/or online resources.

**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 and proceed with the applicable service procedure.

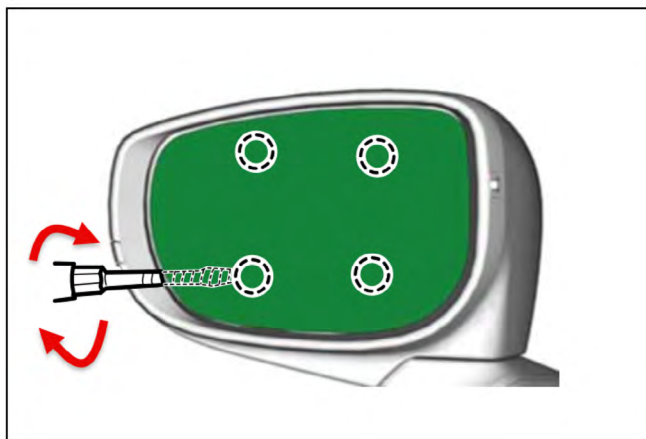
Model	Page Number
IMPREZA & CROSSTREK	Page # 8
ASCENT WITH POWER FOLDING MIRRORS	Page # 2
ASCENT WITHOUT POWER FOLDING MIRRORS	Page # 5

ASCENT WITH POWER FOLDING MIRROR:

STEP 1: Adjust the mirror so the glass is tilted all the way to the right. Use a flat-tipped screwdriver to remove the mirror by disengaging the four mirror clips. Pull the glass straight out to remove it. Disconnect all connectors on the mirror glass.

CAUTION: ONLY operate the mirror using the adjustment knob. Forcing the mirror manually may cause damage to the mirror glass actuator.

TIP: When the screwdriver is in between the glass motor assembly, rotating the screwdriver will release the glass from the motor.



STEP 2: Using a small screwdriver, release the outer tab. The upper two tabs can then be released. Once a gap is present between the cap and the mirror housing, **CAREFULLY** pull the cap straight back. **DO NOT** apply excessive force or twist the cap when removing it, as this could damage the claws that secure it to the housing. See the example images below.



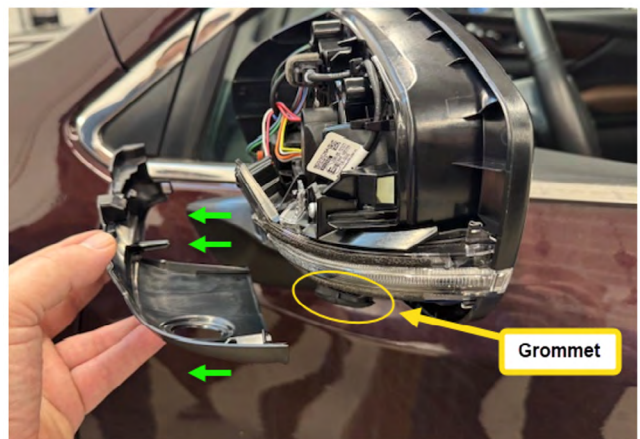
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TIP: A plastic trim tool can be used to help separate the mirror cover and mirror housing.



STEP 3: Remove the lower cover cap by pulling straight back.

TIP: If the vehicle is equipped with a 360-degree camera, ensure you remove the camera grommet from the camera lens, as the lower cap retains it to the lens.



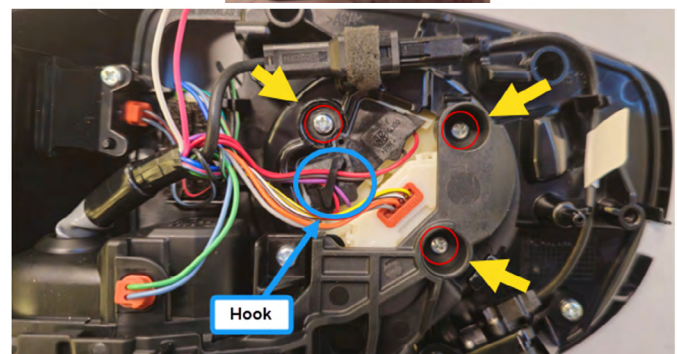
STEP 4: Remove the mirror turn signal lens.



STEP 5: Remove the 3 screws securing the mirror surface actuation unit to the mirror housing and release the wires from retaining hook.

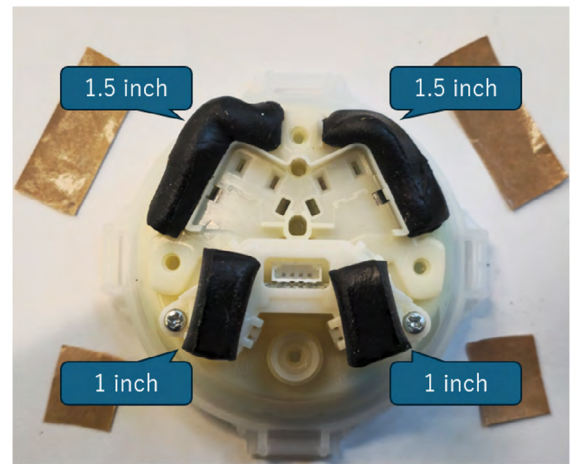
STEP 6: The mirror surface actuation unit can then be removed from the housing. It is highly recommended to leave the ALL electrical connections connected.

CAUTION: The orange electrical connection cannot be disconnected. **DO NOT** attempt to disconnect the orange electrical connection.



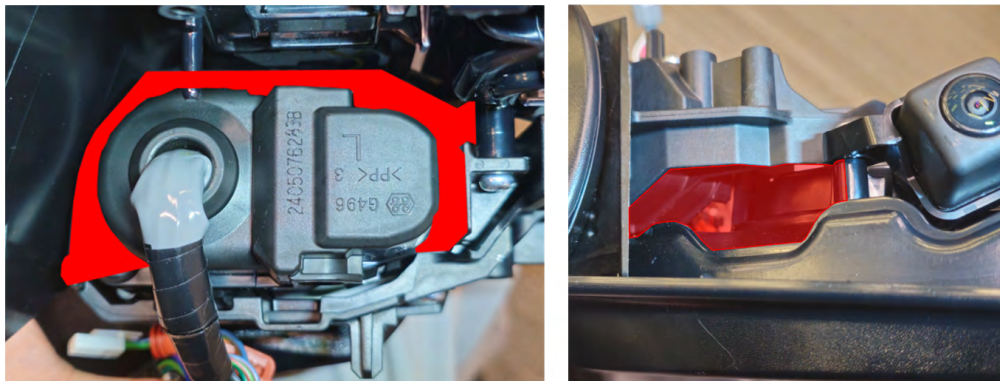
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STEP 7: Apply 3M™ Window Weld Ribbon Sealer #08612 to the back the actuation. Refer to the image below for the applicable length and placement.

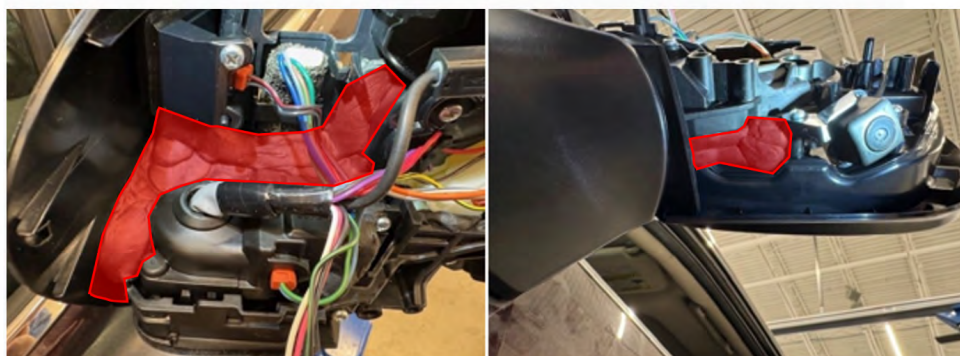


STEP 8: Reinstall the mirror surface actuation unit to the mirror housing using the original three mounting screws and resecure the wiring under the hook.

STEP 9: Using 3M™ Window Weld Ribbon Sealer #08612, begin packing the sealer in the areas highlighted in **RED** within the pictures. Ensure the sealer is packed all the way into the crevice of the highlighted area. This area should require approximately 25 inches of sealer for the top section and 20 inches for the bottom section. When packing the sealer around the folding motor, ensure to create a slope so water does not pool on top of the motor assembly.



It is recommended to pre-cut the sealer into 4-inch sections. This makes it easier to work with and get into the hard-to-reach areas.



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STEP 10: Once the areas are packed with sealer, reinstall the glass and ensure there are no obstructions. Confirm the mirror has a full range of motion. Once this is confirmed, reinstall the turn signal lens. Ensure the camera grommet correctly is in place, then install the lower cap cover followed by the upper cap cover.

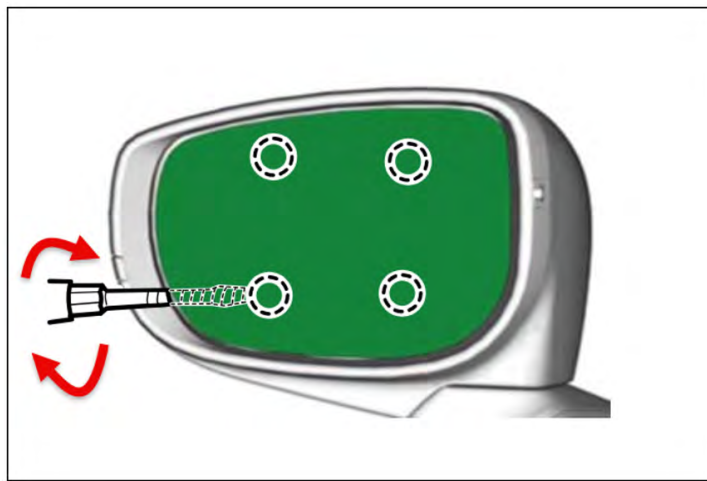
NOTE: Ensure there is no gap between the mirror cap cover and mirror housing assembly.

ASCENT WITH MANUAL (NON-POWER FOLDING) MIRRORS

STEP 1: Adjust the mirror so the glass is tilted all the way to the right. Use a flat-tipped screwdriver to remove the mirror by disengaging the four mirror clips. Pull the glass straight out to remove it. Disconnect all connectors on the mirror glass.

CAUTION: ONLY operate the mirror using the adjustment knob. Forcing the mirror manually may cause damage to the mirror glass actuator.

TIP: When the screwdriver is in between the glass motor assembly, rotating the screwdriver will release the glass from the motor.



STEP 2: Using a small screwdriver, release the outer tab. The upper two tabs can then be released. Once a gap is present between the cap and the mirror housing, **CAREFULLY** pull the cap straight back. **DO NOT** apply excessive force or twist the cap when removing it, as this could damage the claws that secure it to the housing. See the example images below.



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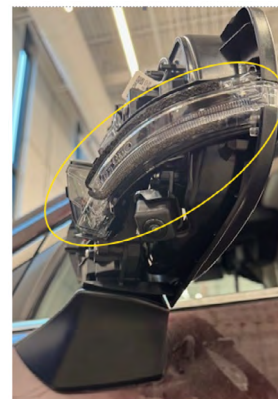
TIP: A plastic trim tool can be used to help separate the mirror cover and mirror housing.



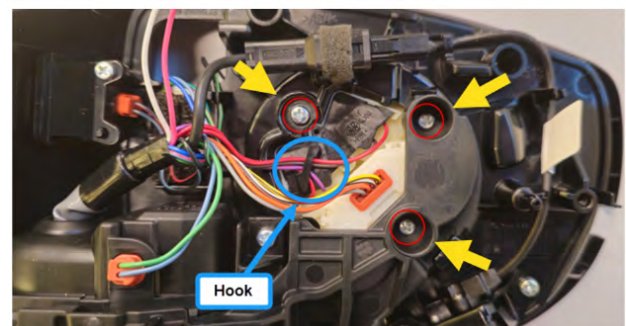
STEP 3: Remove the lower cover cap by pulling straight back



STEP 4: Remove the mirror turn signal lens.



STEP 5: Remove the 3 screws securing the mirror surface actuation unit to the mirror housing and release the wires from retaining hook.

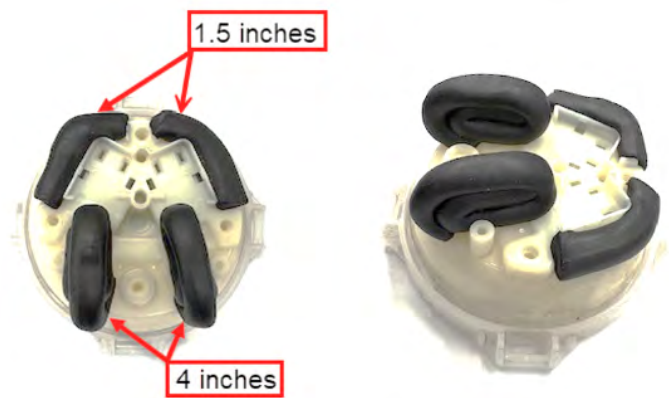


STEP 6: The mirror surface actuation unit can then be removed from the housing. It is highly recommended to leave the **ALL** electrical connections connected.

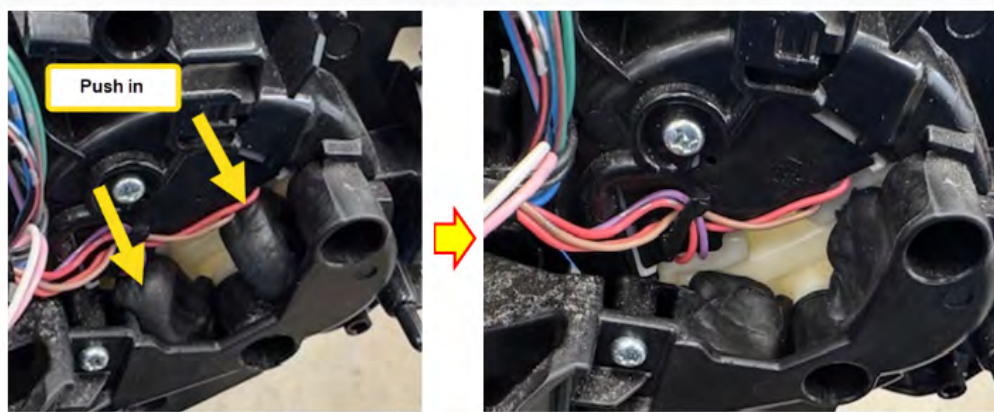
CAUTION: The orange electrical connection cannot be disconnected. **DO NOT** attempt to disconnect the orange electrical connection.

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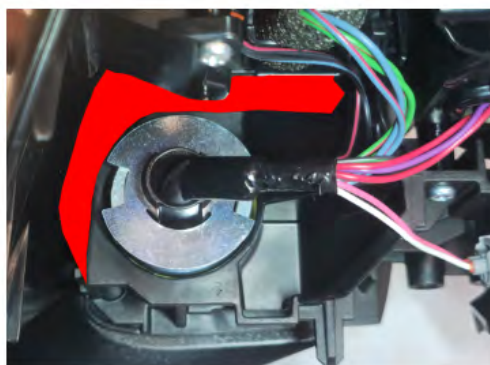
STEP 7: Apply 3M™ Window Weld Ribbon Sealer #08612 to the back the actuation unit to the locations indicated in the image below. The upper 2 pieces of Butyl tape should be 1.5 inches each and the bottom should be 4 inches but it needs to be rolled up so they are roughly 1.5 long.



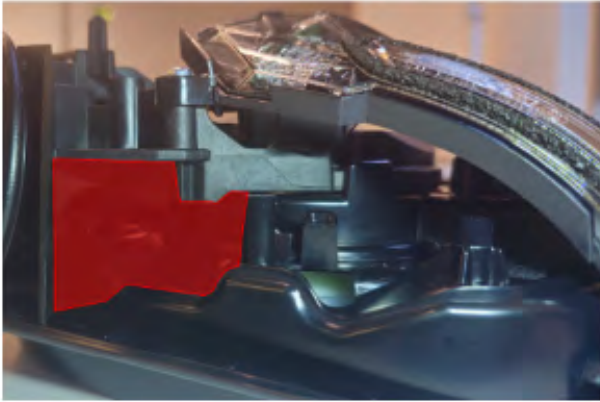
STEP 8: Reinstall the mirror surface actuation unit to the mirror housing. **CAREFULLY** depress the actuation unit and confirm the lower pieces of sealer are compressed. Reinstall the 3 mounting screws holding the actuation unit to the housing. Confirm the sealer is not protruding from the mirror housing and is compressed between the housing and actuation unit.



STEP 9: Using 3M™ Window Weld Ribbon Sealer #08612, begin packing sealer in the areas highlighted in **RED** within the pictures. Ensure the sealer is packed all the way into the crevice of the highlighted area. Confirm it is packed all the way into the crevice of the highlighted area. This area should require approximately 32 inches of sealer for the top section and 28 inches for the bottom section. When packing around the folding mirror, ensure to create a slope preventing water pooling on top of the joint. Confirm there is a gap between sealer and the rotational joint. It is recommended to pre-cut the sealer into 4-inch sections. This makes it easier to work with and get into the hard-to-reach areas. Periodically fold the mirror to ensure the sealer does not interfere with the mirrors folding mechanism.



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STEP 10: Once the areas are packed with sealer, reinstall the glass and ensure there are no obstructions. Confirm the mirror has a full range of motion. Once this is confirmed, reinstall the turn signal lens. Ensure the camera grommet correctly is in place, then install the lower cap cover followed by the upper cap cover.

NOTE: Ensure there is no gap between the mirror cap cover and mirror housing assembly.

IMPENZA & CROSSTREK

STEP 1: Remove Driver side mirror assembly from vehicle.

STEP 2: Apply ribbon sealer to the base of the mirror assembly as shown in the picture below. Ensure there is a sufficient gap between the sealer and the mirror base gasket. If the tape is too close, it will be visible when installing the mirror assembly as the sealer becomes compressed.



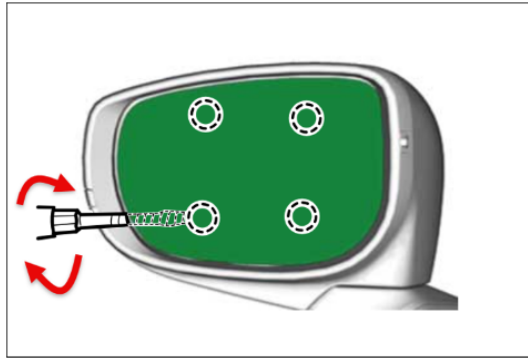
STEP 3: Reinstall Mirror Assembly tighten all 3 mount hardware to **7.5 N.m (0.8 kgf-m, 5.5 ft-lb)** and reconnect the connector. Install the sealing cover and reinstall front driver's trim panel.

STEP 4: Adjust the mirror so the glass is tilted all the way to the right. Use a flat-tipped screwdriver to remove the mirror by disengaging the four mirror clips. Pull the glass straight out to remove it. Disconnect all connectors on the mirror glass.

CAUTION: **ONLY** operate the mirror using the adjustment knob. Forcing the mirror manually may cause damage to the mirror glass actuator.

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TIP: When the screwdriver is in between the glass motor assembly, rotating the screwdriver will release the glass from the motor.



STEP 5: Using a small screwdriver, release the outer tab. The upper two tabs can then be released. Once a gap is present between the cap and the mirror housing, **CAREFULLY** pull the cap straight back. **DO NOT** apply excessive force or twist the cap when removing it, as this could damage the claws that secure it to the housing. See the example images below.

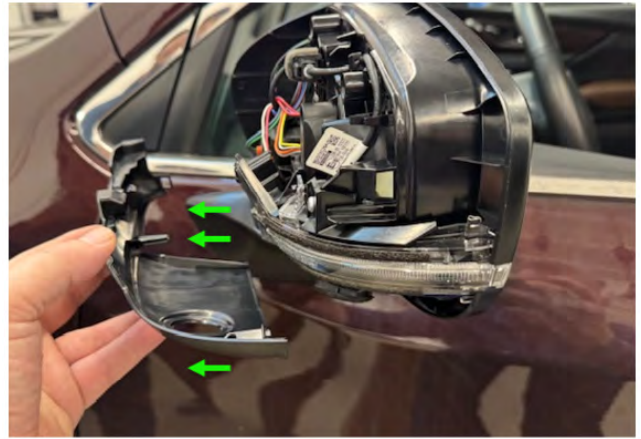


TIP: A plastic trim tool can be used to help separate the mirror cover and mirror housing.



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STEP 6: Remove the lower cover cap by pulling straight back.

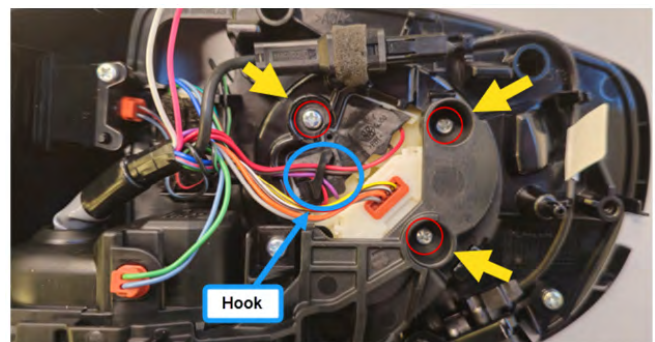


STEP 7: Remove the mirror turn signal lens.



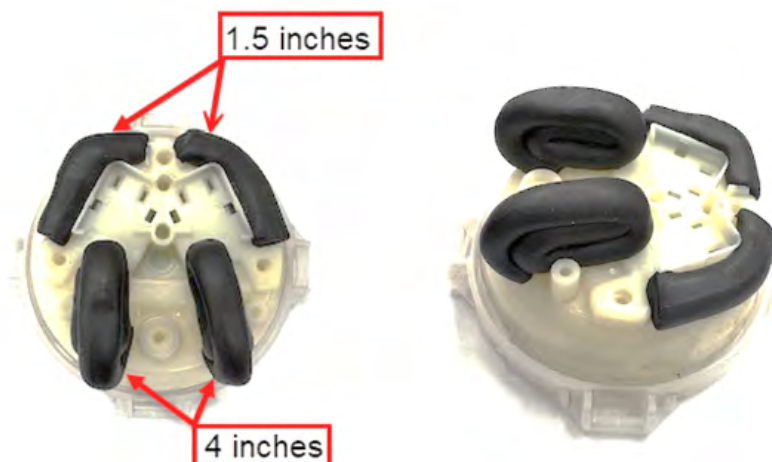
STEP 8: Remove the 3 screws securing the mirror surface actuation unit to the mirror housing and release the wires from retaining hook.

The mirror surface actuation unit can then be removed from the housing. It is highly recommended to leave the **ALL** electrical connections connected.



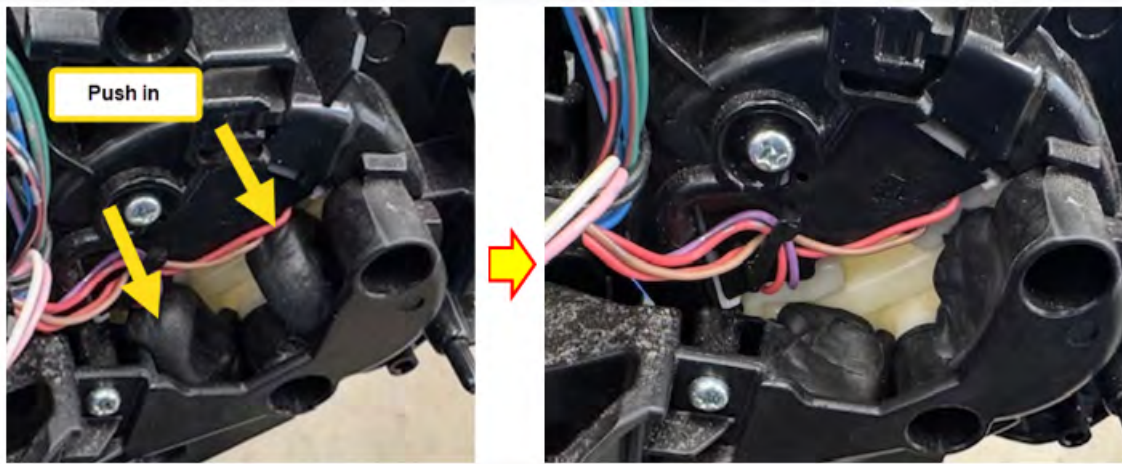
CAUTION: The orange electrical connection cannot be disconnected. **DO NOT** attempt to disconnect the orange electrical connection.

Apply 3M™ Window Weld Ribbon Sealer #08612 to the back the actuation unit to the locations indicated in the image below. The upper 2 pieces of Butyl tape should be 1.5 inches each and the bottom should be 4 inches but it needs to be rolled up so they are roughly 1.5 long.



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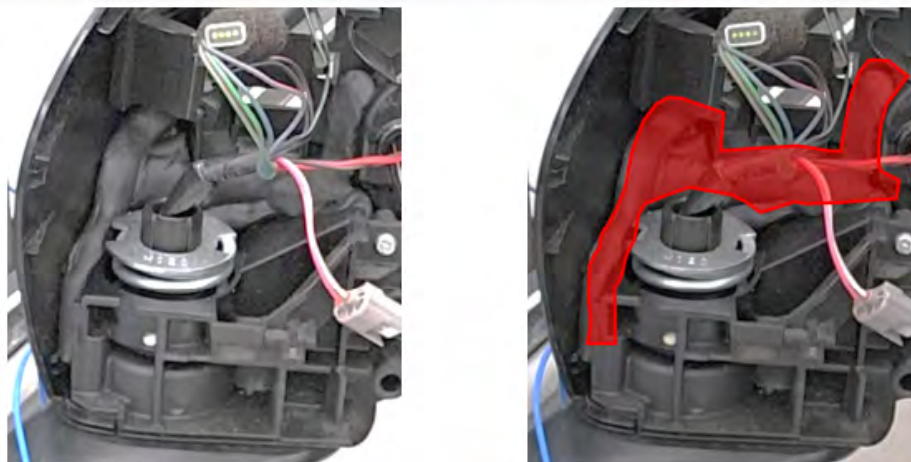
STEP 9: Reinstall the mirror surface actuation unit to the mirror housing. **CAREFULLY** depress the actuation unit and confirm the lower pieces of sealer are compressed. Reinstall the 3 mounting screws holding the actuation unit to the housing. Confirm the sealer is not protruding from the mirror housing and is compressed between the housing and actuation unit.



STEP 10: Using 3M™ Window Weld Ribbon Sealer #08612, begin packing sealer in the areas highlighted in **RED** within the pictures. Ensure the sealer is packed all the way into the crevice of the highlighted area. Confirm it is packed all the way into the crevice of the highlighted area. This area should require approximately 32 inches of sealer for the top section and 28 inches for the bottom section. When packing around the folding mirror, ensure to create a slope preventing water pooling on top of the joint. Confirm there is a gap between sealer and the rotational joint. It is recommended to pre-cut the sealer into 4-inch sections. This makes it easier to work with and get into the hard-to-reach areas. Periodically fold the mirror to ensure the sealer does not interfere with the mirrors folding mechanism.



4 inches



STEP 10: Once the areas are packed with sealer, reinstall the glass and ensure there are no obstructions. Confirm the mirror has a full range of motion. Once this is confirmed, reinstall the turn signal lens. Ensure the camera grommet correctly is in place, then install the lower cap cover followed by the upper cap cover.

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WARRANTY / CLAIM INFORMATION:

For vehicles within the Basic New Car Limited, 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 Ascent	Labor Time Crosstrek/ Impreza	Fail Code
DRIVER SIDE MIRROR GLASS VIBRATION REPAIR (includes confirmation of customer concern)	A916-186	1.0h	1.2h	UFX-82

NOTE: Up to \$8.00 dollars can be claimed in sublet on Ascent models for materials used. Up to \$16.00 dollars can be claimed in sublet on Impreza and Crosstrek models.

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.