

- 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: 2019-24MY Forester
2022-25MY Forester Wilderness

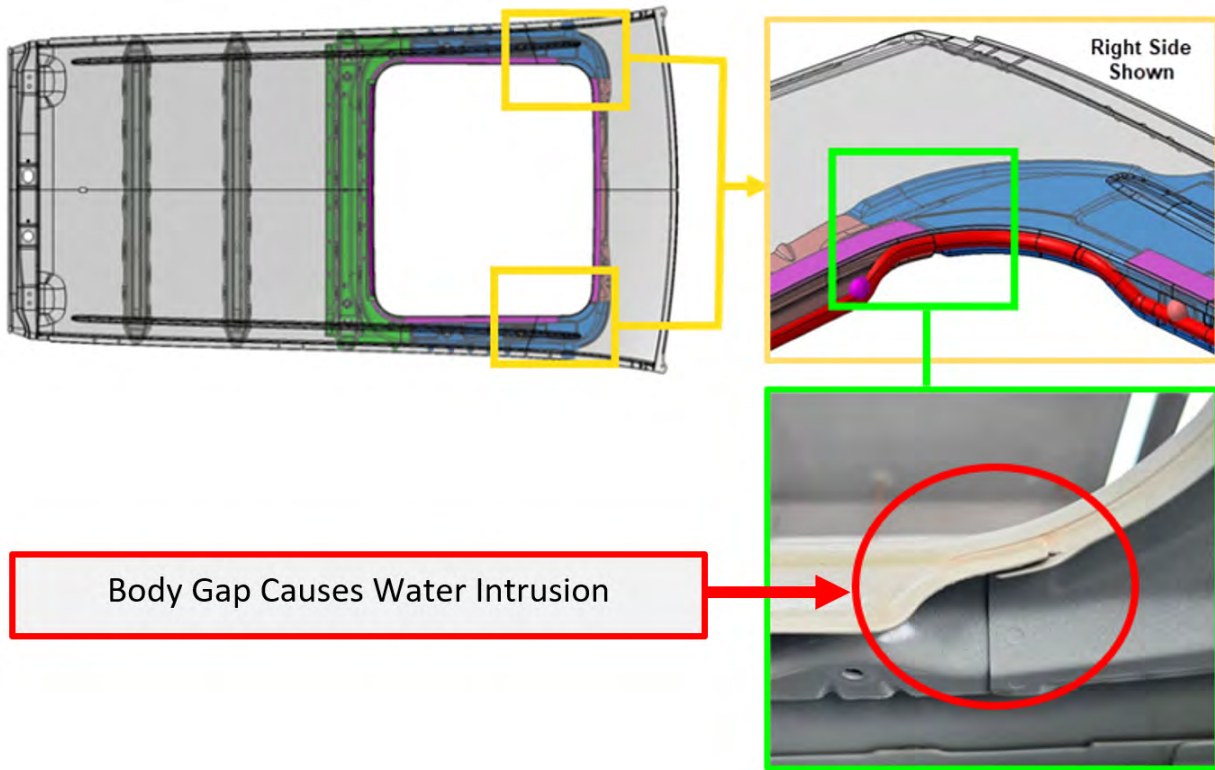
SUBJECT: Water Intrusion From Sunroof Area

NUMBER: 12-269-25
DATE: 08/26/25

INTRODUCTION:

This bulletin announces the service procedures to be followed when encountering instances of water intrusion from the sunroof area. In some cases, water enters along the sunroof frame passing down the A-Pillar trim reaching the footwell area. If water intrusion is encountered, follow the service procedure outlined in this bulletin.

DESCRIPTION OF CONCERN:



<p>CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.</p> <p>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.</p>	<p style="text-align: center;">Subaru of America, Inc. is ISO 14001 Compliant</p> <p>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.</p>
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PART INFORMATION:

3M™ Duramix™ Factory-Match Seam Sealer #08323 or 3M™ Urethane Seam Sealer #08368 can be used for this repair.

These products can be sourced from most Auto Body Supply outlets and/or online resources.



REQUIRED TOOLS:

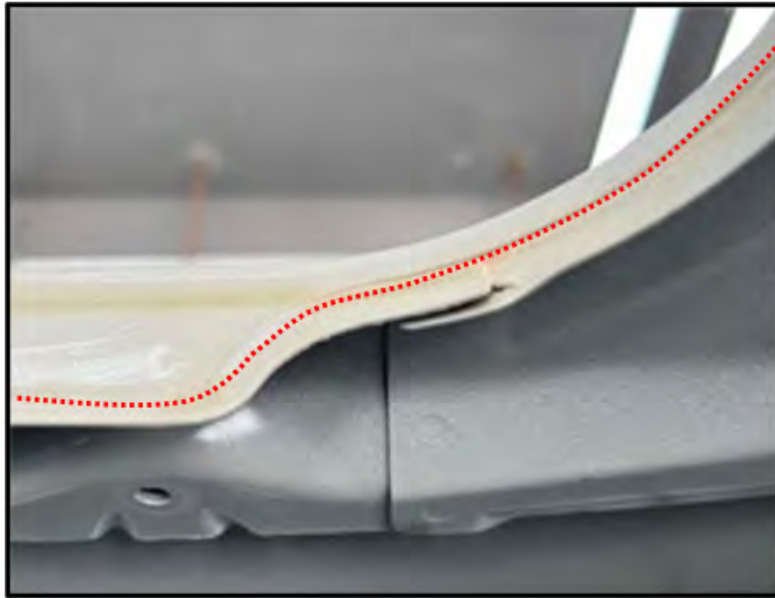
Tool Description	Image	Applications
General Tools		For component removal
Applicator		Used to apply 3M™ Duramix™ Factory-Match Seam Sealer #08323
Cauk Gun		Used to apply 3M™ Urethane Seam Sealer #08368
Water Hose with a half inch inner diameter.		Apply water for testing
Stopwatch		Time duration of water test
Tape Measure		Confirm water application distance

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SERVICE PROCEDURE / INFORMATION:

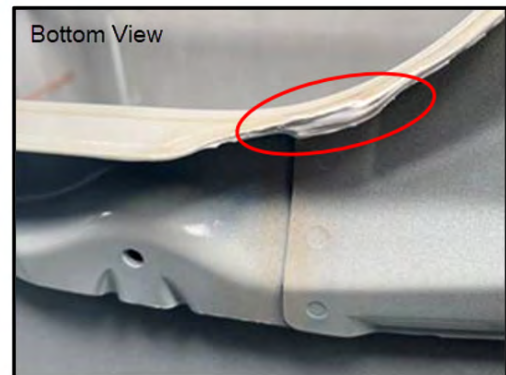
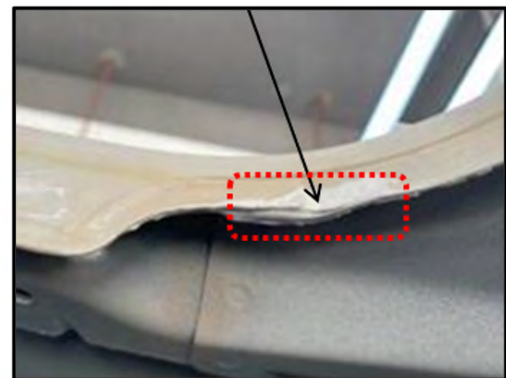
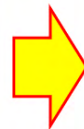
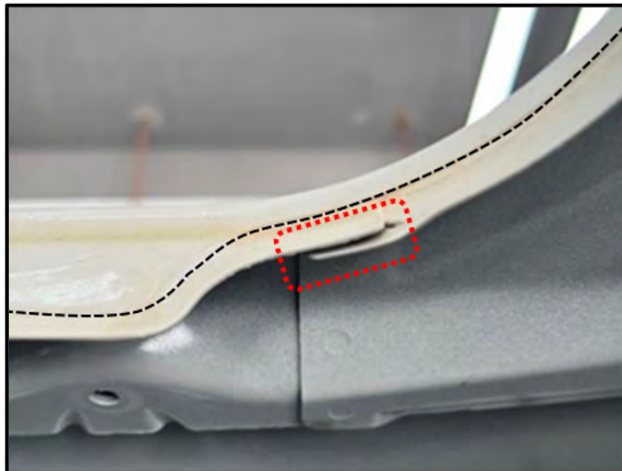
STEP 1: Remove the sunroof and seal as per the applicable Service Manual. Refer to STIS: Body & Electrical/WIRING > SUNROOF/T-TOP/CONVERTIBLE > Sunroof Assembly

STEP 2: Clean the indicated areas of concern of any dirt, pollen, and/or debris. Apply sealant along the indicated line shown in the image below. The right side is shown for example purposes. The concern applies to both sides.



Apply a .5oz of sealant
along the red dotted line
on each side.

STEP 3: Fill the panel gaps with sealant. Remove any excess if required. Allow 30 minutes to dry.



STEP 4: Reinstall the removed parts in the reverse order of disassembly.

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STEP 5: Prepare the vehicle for water testing. Adjust the water flow to a rate of approximately 2.5 gallons a minute. This can be done by using the timer along with a measured container.

STEP 6: Apply the water from a distance of 1 foot from the vehicle around the perimeter of the sunroof area. The measuring tape can help confirm the distance.



STEP 7: Confirm there are no leaks from the sunroof.

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
Sunroof Water Intrusion Repair (includes water testing)	A914-986	2.5h	OBN-35

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.