

**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:** 2020-25MY Outback & Legacy

**NUMBER:** 12-275-25

**SUBJECT:** Roof NVH / Diagnostic Procedure

**DATE:** 11/20/2025

### INTRODUCTION:

This Service Bulletin announces a new diagnostic procedure for addressing NVH (Noise, Vibration, and Harshness) originating from the roof area. This information is designed to be used in conjunction with the procedure information provided in the applicable Subaru Service Manual. The NVH is typically noticeable while driving over rough roads or bumps. The guided procedure information provided in this bulletin should be followed when NVH is confirmed to be coming from the roofline.

**IMPORTANT:** Depending on the fault characteristics of the vehicle, not all the parts and materials listed below may be required. It is important to thoroughly review the information provided in this bulletin in order to estimate the required parts and materials.

### SOUND SAMPLES:

- [Contact Between Headliner and Sunroof](#)
- [Contact Between Sunroof Frame and Brace](#)
- [Sunroof Hardware](#)
- [Sunroof Assembly](#)

### REQUIRED MATERIALS:

- **EPT Foam Sealer (Tape), 3/8” wide by 3/16” thick:** This is the recommended insulating tape to be applied (if required) to the headliner electrical connections. This helps reduce contact with the body of the vehicle. This product can be sourced from most home improvement/hardware stores.
- **3M Panel Bonding Adhesive #08116:** This is the recommended product to be used if roof supports need to be re-bonded, along with the use of 3M mixing nozzle #08192 and 3M applicator #08571. These items can be sourced from auto parts suppliers and online retailers.



**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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**PART INFORMATION:**

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

Roof Rail Assemblies			
Old Part No.	Color	Part Number	Part Description
91151AN00A 91151AN00B 91151AN00C 91151AN00D	Black	91151AN00E	ROOF RAIL ASSEMBLY RIGHT
91151AN01A 91151AN01B 91151AN01C 91151AN01D			ROOF RAIL ASSEMBLY LEFT
91151AN02A 91151AN02B 91151AN02C 91151AN02D	Silver	91151AN02E	ROOF RAIL ASSEMBLY RIGHT
91151AN03A 91151AN03B 91151AN03C 91151AN03D			ROOF RAIL ASSEMBLY LEFT

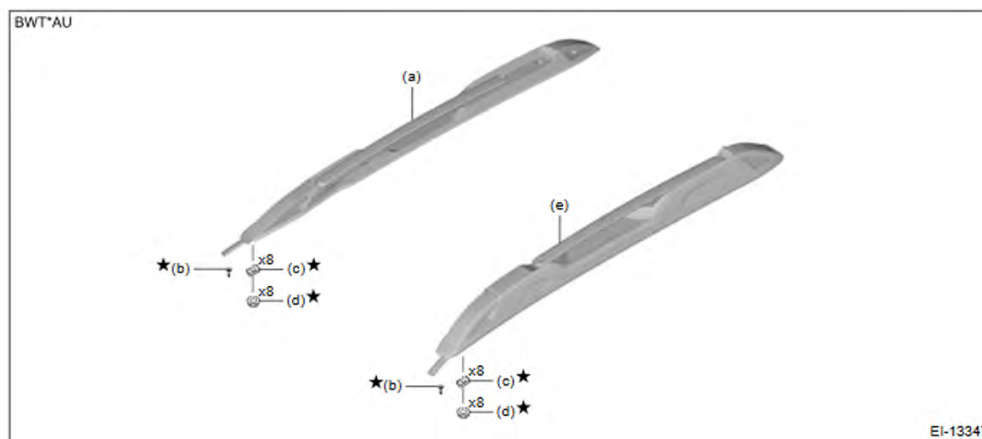
Sunroof Assembly	
Part Number	Part Description
65420AN00A	Rail Assembly-Sunroof

*Roof Rail Protector	
Part Number	Part Description
91152AN08A	Protector Right
91152AN09A	Protector Left

\*The new protectors can be added to certain roof rail assemblies. Check claims and repair history to determine if the roof rails have been replaced previously. If the part numbers installed on the vehicle are **91151AN03D**, **91151AN02D**, **91151AN01D**, or **91151AN00D**, the protectors can be added.

**Note: If a new protector is added to the roof rail assembly, ensure that all old roof rail washers and adhesives have been removed before reinstallation.**

One-Time Use Parts		
Part Number	Part Description	Quantity Per Side
91186AN00A	Washer-Roof Rail	8
902370025	Self locking Nut	8



- (a) Roof rail ASSY RH
- (b) Rivet
- (c) Seal washer
- (d) Self-locking nut
- (e) Roof rail ASSY LH

**Note: The rivet is not needed for replacement, it is only used on the assembly line.**

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## SERVICE PROCEDURE / INFORMATION:

### Step 1: Perform a road test to duplicate the sound.

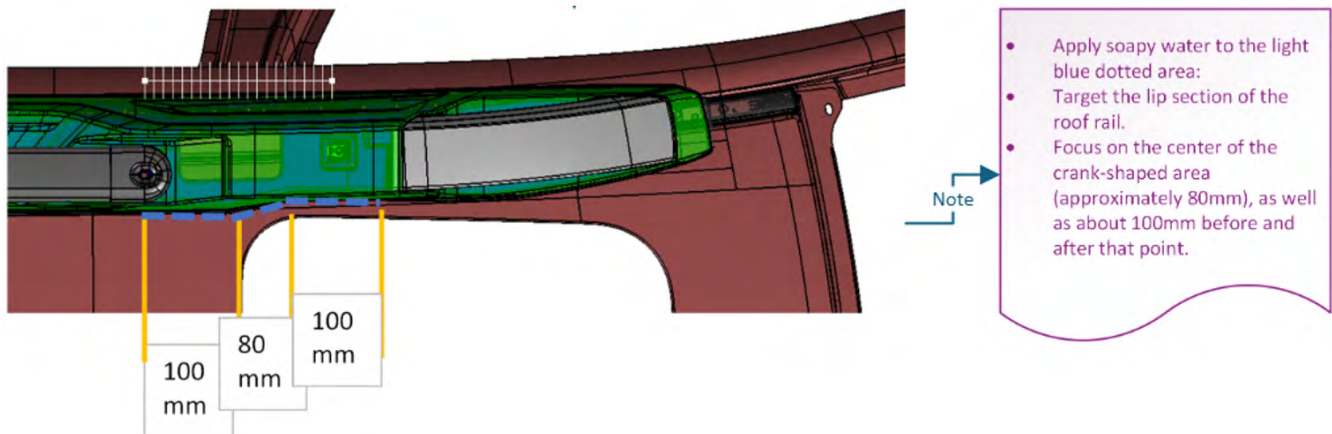
If the sound can be duplicated, open the sunroof.

#### Did the sound stop?

- **Yes** – Perform the [Sunroof Inspection Procedure](#).
- **No** – Go to **Step 2**.

### Step 2: Apply soapy water mixture of 1:10 to the lip of both roof rail assemblies (as shown in the diagram below).

**Note:** If vehicle is Wilderness or Legacy disregard this step



Gently shake the roof rail assemblies to work the soapy water into the gap between the lip and the roof.

#### Did the sound stop?

- **Yes** – Perform the [Roof Rail Replacement/Repair Procedure](#).
- **No** – Go to Step 3.

### Step 3: Remove the headliner.

#### Did the sound stop?

- **Yes** – Perform the [Headliner Inspection Procedure](#).
- **No** – Proceed with the [Airbag and Sunroof Torque Procedure](#).

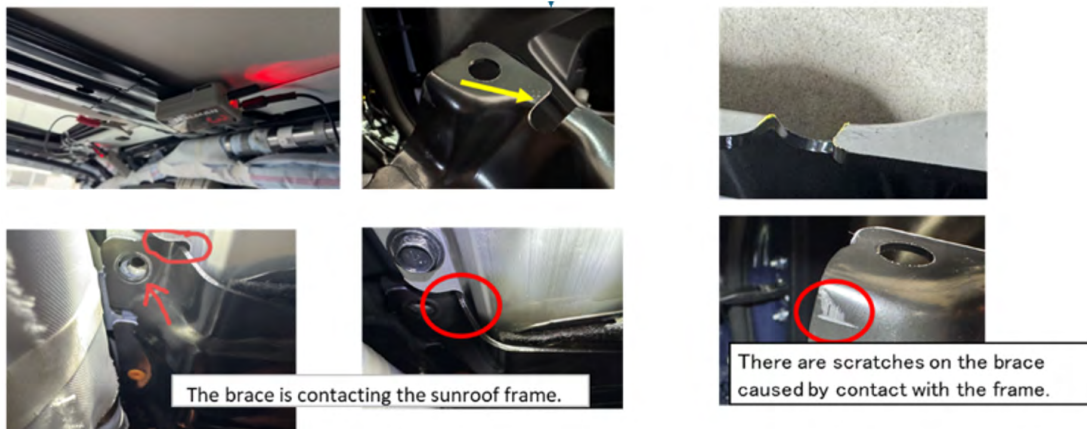
#### Did the sound stop after torque procedure?

- **Yes** – Reinstall the headliner and confirm the sound does not return.
- **No** – Go to **Step 4**.

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#### Step 4: Inspect the sunroof brace.

Check for any contact between the sunroof brace and surrounding components.



#### Is there contact?

- **Yes** – Adjust the brace to eliminate contact.
- **No** – Go to **Step 5**.

#### Step 5: Remove the roof rail assemblies.

#### Did the sound stop?

- **Yes** – Perform the [Roof Rail Replacement/Repair Procedure](#).
- **No** – Go to **Step 6**.

#### Step 6: Inspect the roof panel and roof braces.

Ensure all roof braces are properly bonded to the roof panel.

#### Are any roof braces not bonded?

- **Yes** – Perform the [Roof Panel Bonding Procedure](#).
- **No** – Contact Techline with:
  - A detailed summary of all previous work performed
  - A video capturing the noise

### INSPECTION PROCEDURES

#### Sunroof Inspection Procedure:

Apply pressure to the glass when the noise is heard.( see figure below)

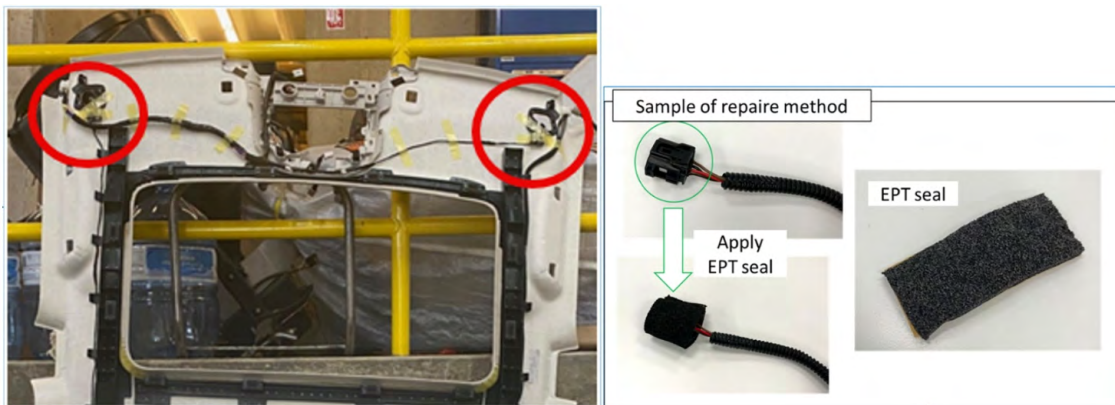


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- If this changes the noise, remove the glass and inspect the protector
- If the protector is protruding, check for contact marks between the body and the protector.
- If witness marks are present, apply tape and check if the noise changes.
- If the noise changes, replace the sunroof assembly.
- If the protector does not protrude inspect the sunroof lid area for contact marks on the body. Apply tape to contact areas and check if noise is still present.
- If the noise is still present, remove the sunroof assembly from the vehicle. Reinstall the glass into the sunroof assembly and check for noise by applying pressure to the glass with the assembly on the bench. If the noise is present, replace the sunroof assembly.

### Headliner Inspection Procedure:

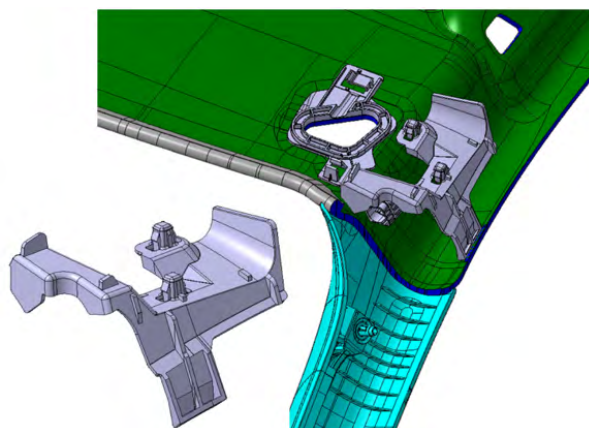
- Ensure all harnesses are firmly secured.
- Inspect electrical connectors if they contact the body apply EPT sealer (tape).



- Confirm no part of the headliner is contacting the body or sunroof assembly.



- Check that the A-pillar pads are tight and secure and if there are contact marks on the body.

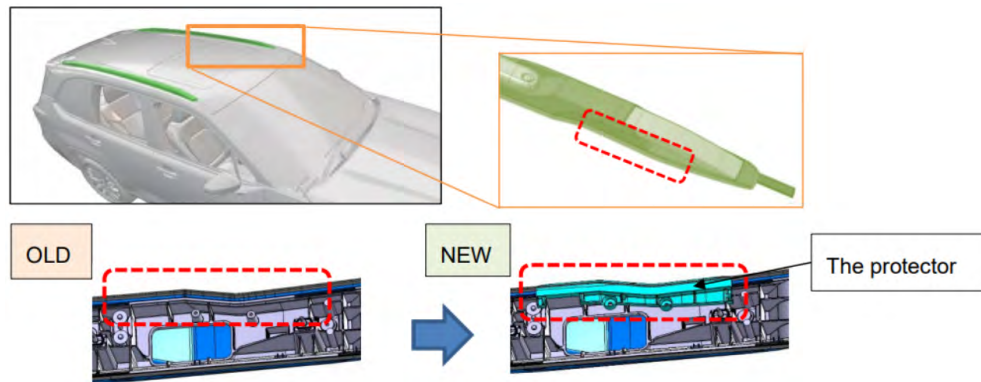


- Apply EPT tape to any area with contact marks or potential interference from adjacent parts.

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## Roof Rail Replacement/Repair Procedure:

A new protectors can be added to certain roof rail assemblies. Check claims and repair history to determine if the roof rails have been replaced previously. If the part numbers installed on the vehicle are **91151AN03D**, **91151AN02D**, **91151AN01D**, or **91151AN00D**, the protectors can be added.



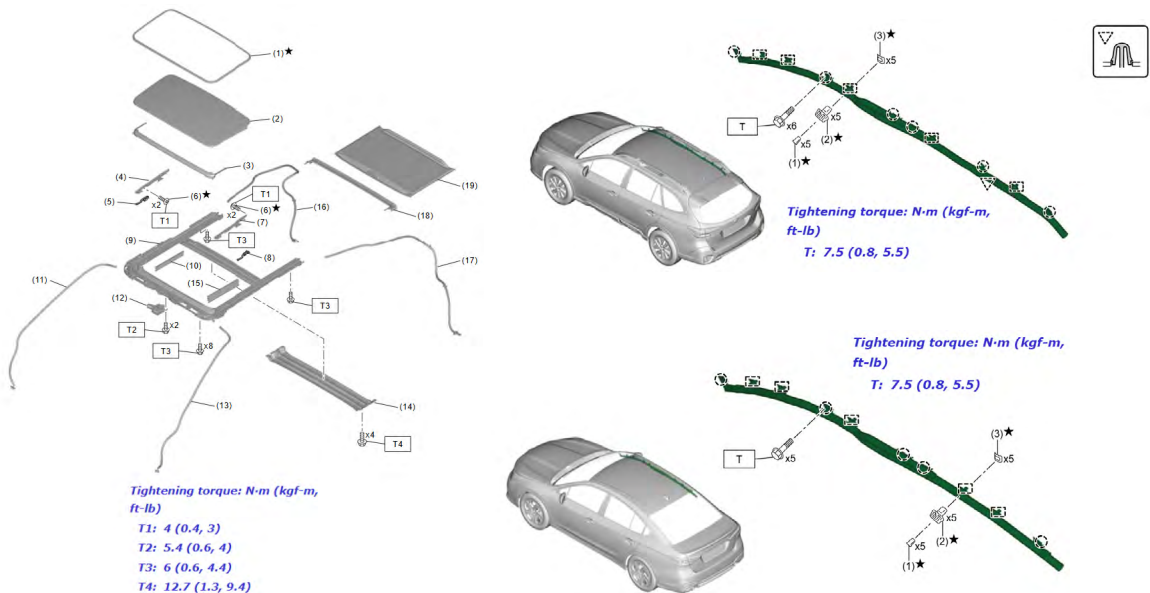
**Note:** If a new protector is added to the roof rail assembly, ensure that all old roof rail washers and adhesive have been removed before reinstallation.

If the vehicle is equipped with any other part number, or if you are unable to determine the installed part number, the entire roof rail assembly must be replaced. The service procedures for roof rails 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.

Body & Electrical/WIRING SYSTEM> EXTERIOR/INTERIOR TRIM> Roof Rail

## Airbag and Sunroof Bolt Torque Procedure:

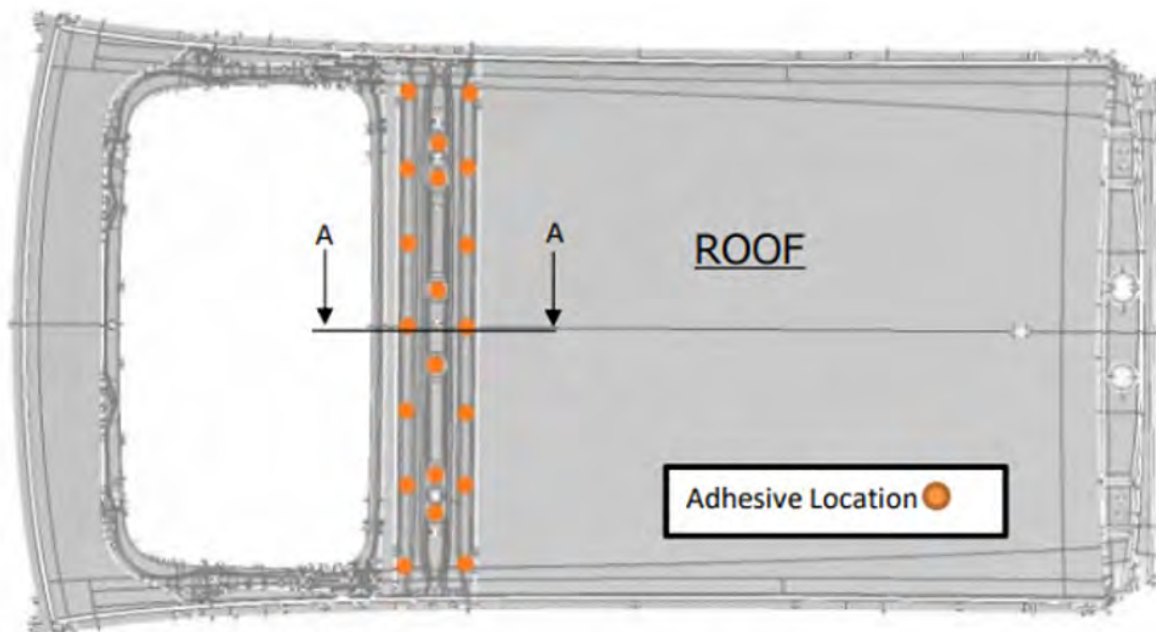
Inspect all mounting hardware for the sunroof assembly and side curtain airbags. If any components are found to be loose, re-torque them to specification as outlined in the applicable Service Manual.



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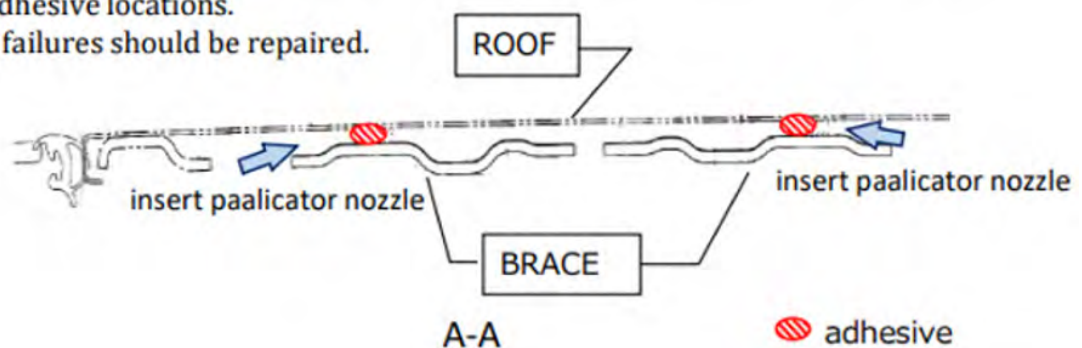
## Roof Panel Bonding Procedure:

- Thoroughly clean all areas indicated in the photos where the repair adhesive will be applied with isopropyl alcohol (or isopropyl alcohol on a clean shop cloth).
- All application areas must be completely free of any foreign material (grease, dirt) which could prevent proper adhesion to either panel.
- Always allow the alcohol to dry completely before proceeding with application of the adhesive.
- Using the fine point tip of the applicator nozzle, CAREFULLY apply the adhesive between the brace and roof panel as indicated in the cross-section.
- Use a clean shop cloth to wipe away any excess adhesive protruding from the edges of the brace. Adhesive should not protrude from the edges of the brace.
- Perform the same operation on all repair sites.
- After the adhesive is fully cured, complete the repair.
- Follow the specific 3M product instructions for the applicable cure times.



Examples of adhesive locations.

All areas with failures should be repaired.



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**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	Repair Code
HEADLINER R&R	B913-261	2.0	
Replace both roof rail assemblies*	C900-086	1.1	OBO-25
Replace sunroof Assembly*	C901-086	1.8	XFS-25
Airbag and Sunroof Torque Procedure / Sunroof adjustment*	C902-086	0.8	XFR-25
Roof Panel Bonding Procedure*	C903-086	0.6	OBN-25

\*Includes time for noise testing / road testing.

**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.