

**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:** 2015-2018MY Legacy and Outback

**NUMBER:** 12-246-18

**SUBJECT:** “Popping” or “Snapping” Sound When Opening the Sunroof

**DATE:** 07/23/18

**INTRODUCTION:**

This bulletin provides a procedure for diagnosing and repairing customer concerns of a “popping” or “snapping” -type sound heard when opening the sunroof. The sound may occur when the rear portion of the glass lid weatherstrip contacts or catches the roof frame when the sunroof is opened.

**PART INFORMATION:**

A maximum of 4 screws, p.n. **65482AL01A** which are one-time use items are required for this procedure.

**SERVICE PROCEDURE / INFORMATION:**

**REMINDER:** Customer satisfaction and retention starts with performing quality repairs. Always confirm the condition before performing any repairs.

This service procedure is comprised of 4 steps.

**NOTE:** It **may not** be necessary to perform all 4 steps listed below to repair this condition.

- **Step 1:** Inspection of the glass lid assembly, weatherstrip and position adjustment
- **Step 2:** Inspection and adjustment to insure even contact of the weatherstrip between the lid and the roof panel opening along the rear edge
- **Step 3:** Inspection for smooth, even movement of both left and right cable guide assemblies
- **Step 4:** Post-repair water testing to confirm proper roof drain operation and to be sure there is no leakage into the cabin.

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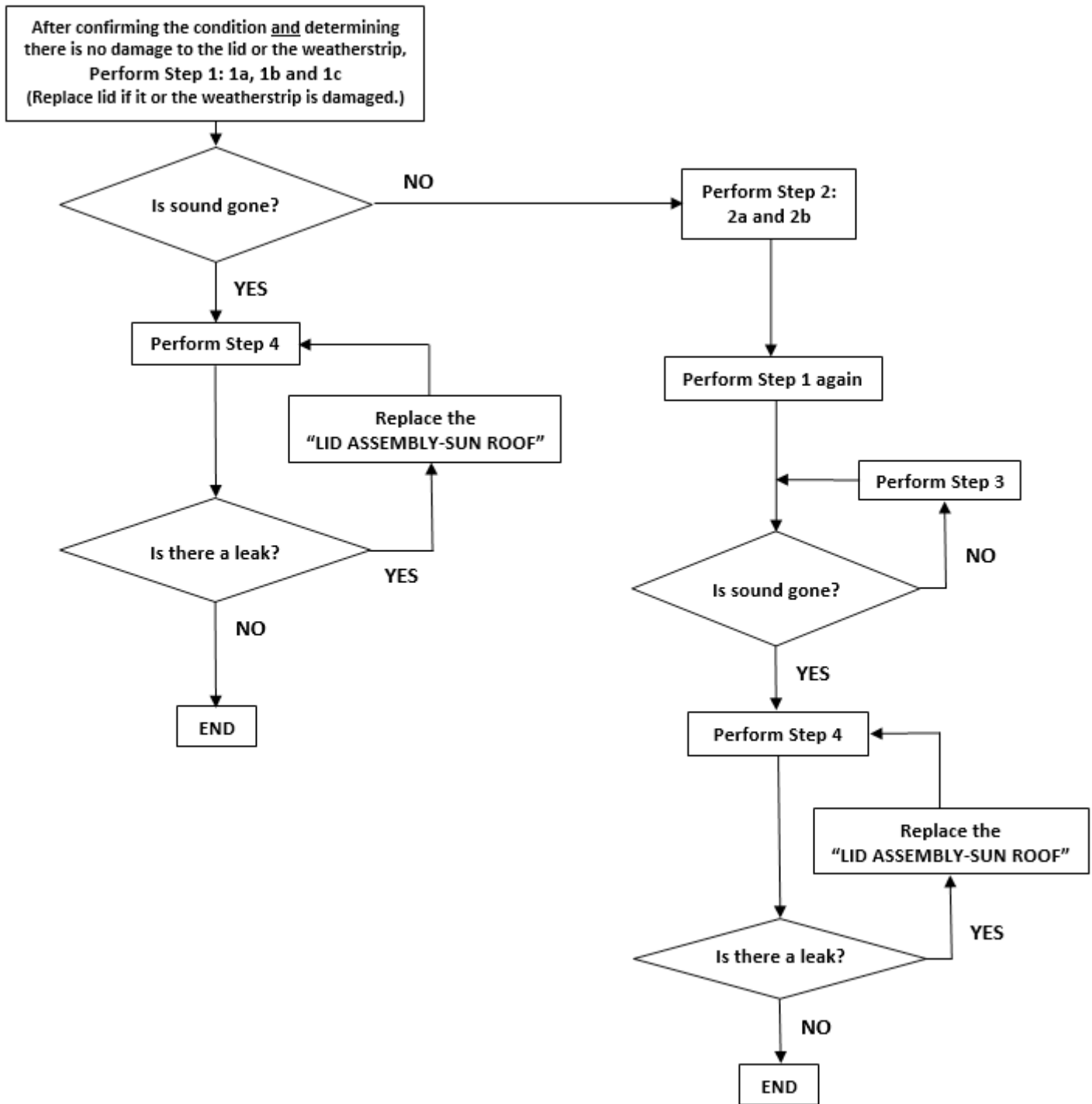
**CAUTION: VEHICLE SERVICING PERFORMED BY UNTRAINED PERSONS COULD RESULT IN SERIOUS INJURY TO THOSE PERSONS OR TO OTHERS.**

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.

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A flow chart is provided below to help clarify the service procedure.

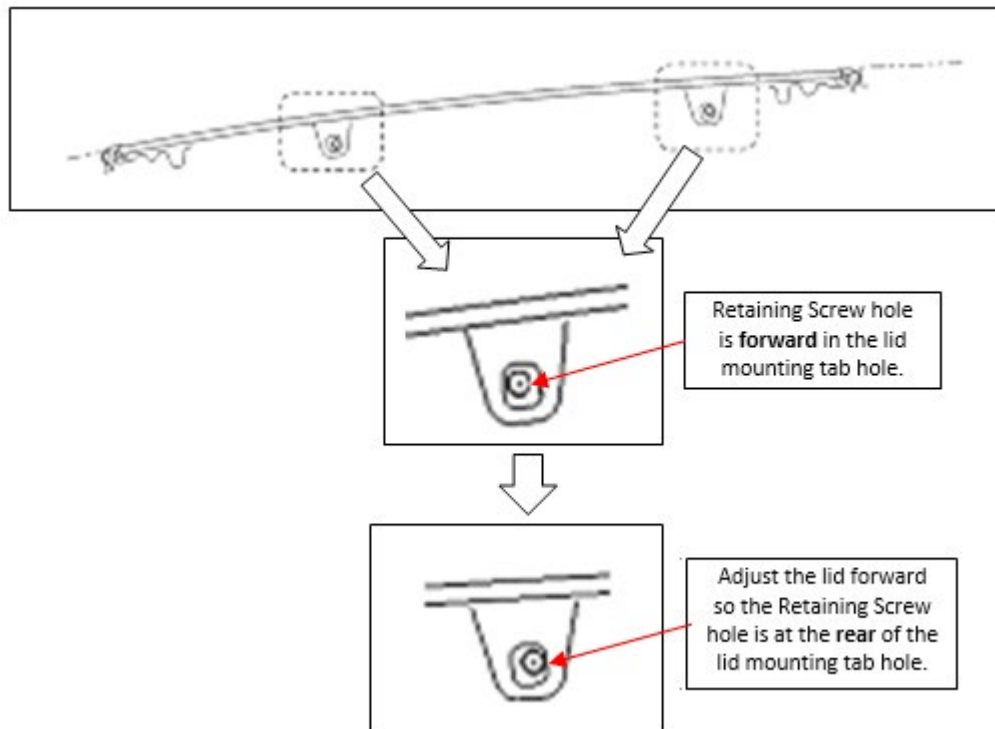


**NOTE:** The Service Manual procedures referenced throughout this procedure contain information critical to performing an effective repair the first time and every time. This includes but is not limited to: important SAFETY precautions, proper inspection criteria, necessary special tools, required processes and related one-time-use parts needed for a complete and lasting repair.

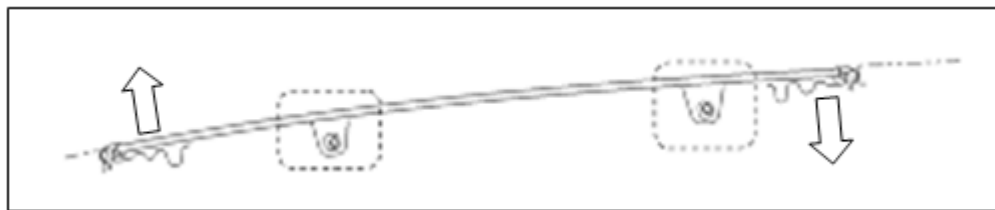
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**Step 1:** Adjust the lid forward to reduce chances of the weatherstrip sticking or catching the edge of the sunroof opening in the roof panel or the sunroof frame. This can cause the snapping sound and / or damage to the weatherstrip / seal..

**1a-** Loosen the retaining screws and move the lid forward as shown below.



**1b-** Adjust the surface fitting of the lid to the roof panel, 1mm up from flush along the front edge and 1mm below flush along the rear edge.



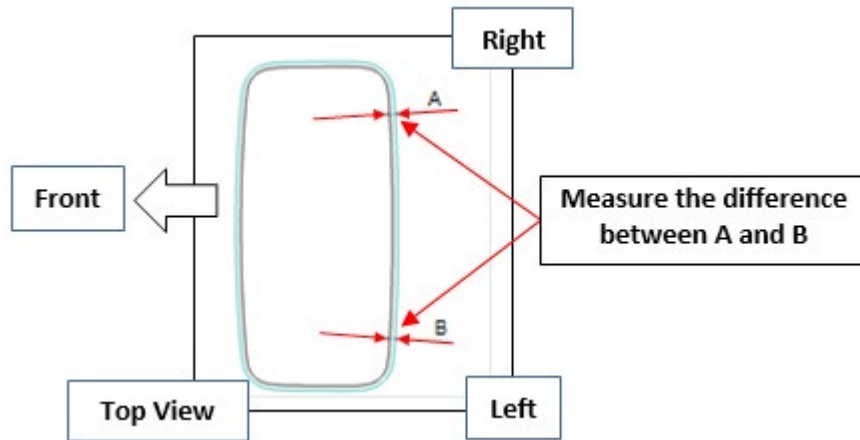
**1c-** Tighten the screws and re-check sunroof operation.

**NOTE:** If completion of these **Step 1** adjustments has repaired the condition, replace the 4 lid retaining screws **ONE AT A TIME** (to retain the adjustment) with **NEW** screws and torque to 40 inch-pounds.

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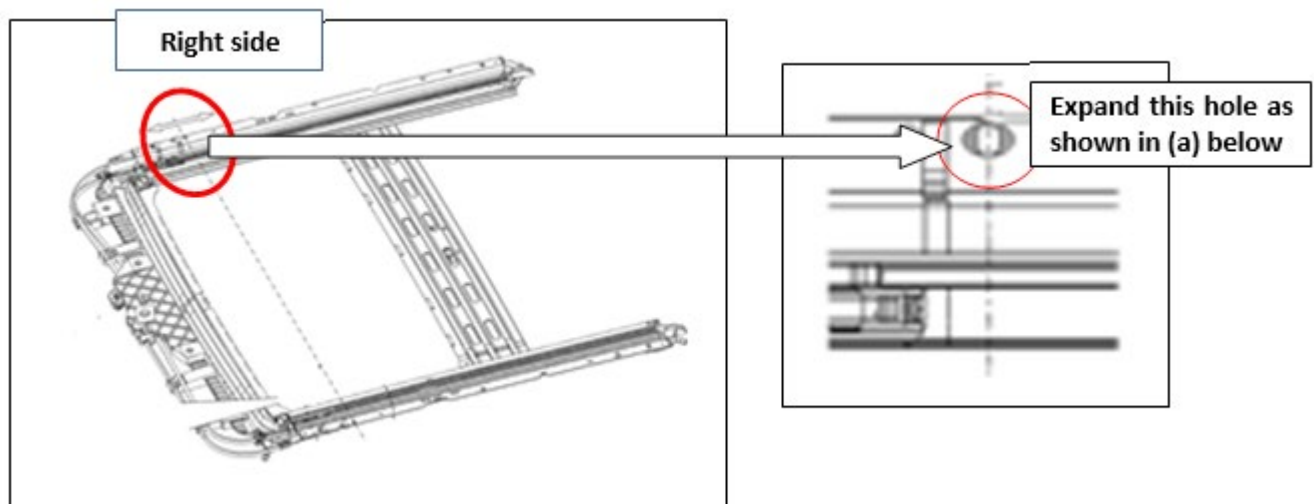
**Step 2:** Inspection and adjustment (if necessary) for even contact between the lid weather strip and rear of the roof panel's sunroof opening.

**2a-** Check and measure for a difference in the amount of deformation of the weather-strip.

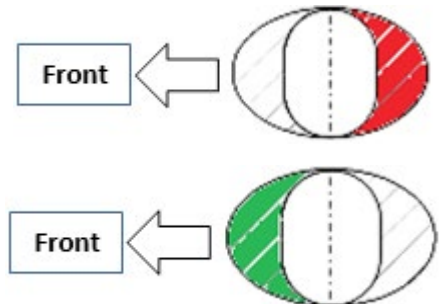


If there is a difference between **A** and **B**, go to **2b** and **CAREFULLY** follow the adjustment procedure. If there is no difference, proceed to **Step 4**.

**(2b):** Remove the lid and the sunroof assembly from the body following the procedure in the applicable Service Manual. Extend the right-side gauge hole as needed to equalize any deformation of the seal as identified in **2a**. Treat any exposed bare metal with touch-up paint.

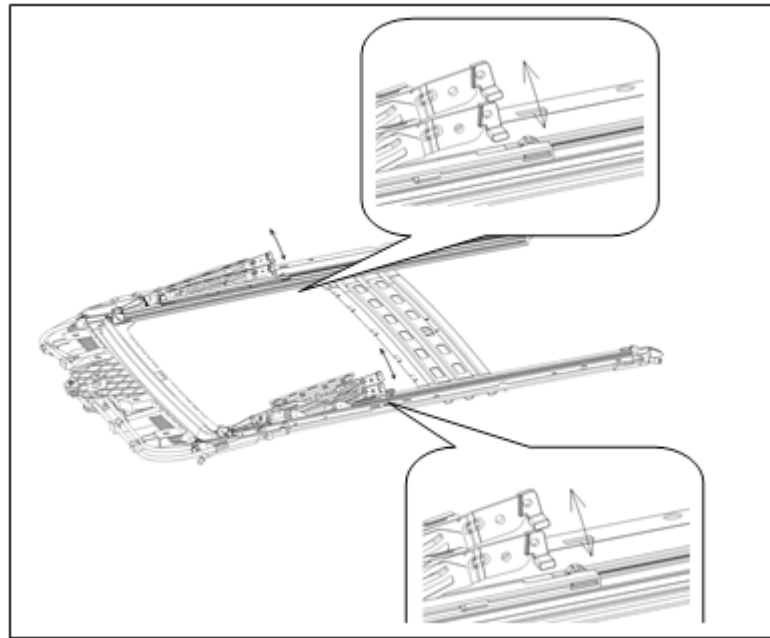


- If the “**A**” side is narrower than the “**B**” side, expand the gauge hole (RED area) by 2mm using a small round file.
- If the “**B**” side is narrower than the “**A**” side, expand the gauge hole (GREEN area) by 2mm using a small round file.
- **NOTE:** ALWAYS treat any bare metal created by filing with touch-up paint.
- Reassemble the sunroof in reverse order and perform **(2a)** again.



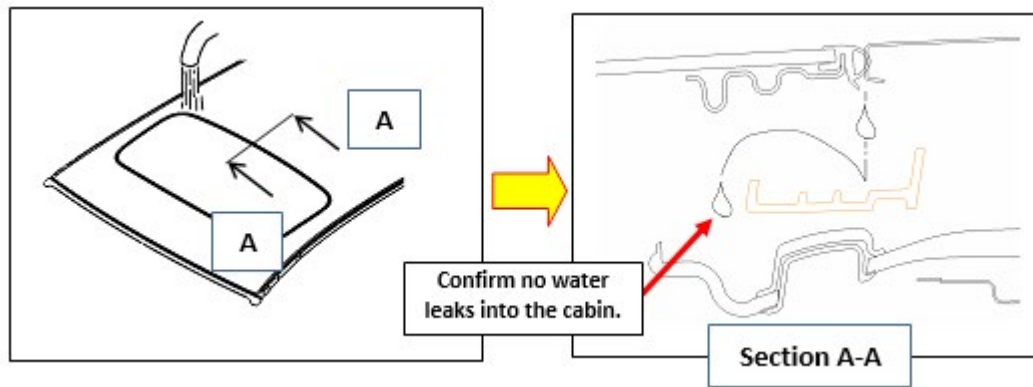
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**Step 3:** If the condition persists, remove the lid and check the operation of the cable guides. If inspection reveals any uneven movement, adjust or if necessary, replace the affected “CABLE-GUIDE ASSEMBLY RIGHT/LEFT” following the procedure outlined in the applicable Service Manual.



**Step 4: Leak testing**

Check for water intrusion into the cabin as shown in the illustrations below. It is also **VERY IMPORTANT** to confirm all 4 sunroof drains are clear and operating normally as part of this step.



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## 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:

| Labor Description                                                                          | Labor Operation # | Labor Time | Fail Code |
|--------------------------------------------------------------------------------------------|-------------------|------------|-----------|
| 2015-18 LEG / OBK SUNROOF POP SOUND REPAIR<br>Includes adjustments and water testing.      | B850-418          | 0.9        | XDM-88    |
| 2015-18 LEG/ OBK POP SOUND SUNROOF REPLACE<br>Includes time for adjustment at replacement. | C850-916          | 0.3        |           |

## 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.