

- 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: 2015-16MY Legacy and Outback Models

NUMBER: 12-192-15R

SUBJECT: Windshield Cracking Concerns

DATE: 10/26/15

REVISED: 02/01/21

INTRODUCTION

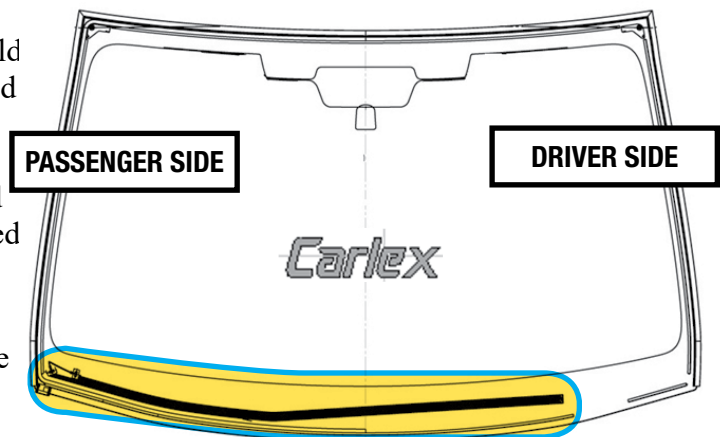
Subaru of America, Inc. (SOA) Quality Assurance has identified an increase in the number of cracked windshields on some 2015 and 2016MY Legacy and Outback models. Further investigation has determined the root cause for many of these failures to be the ceramic materials used for the black-colored printed perimeter combined with the silver-colored material used for the wiper deicer portion of the windshield glass. In response to this increase, SOA previously extended the original warranty on applicable factory-installed windshields to 5 years / unlimited miles. SOA has now further extended the warranty to 8 years / unlimited miles. Qualifying customers are entitled to a maximum of **ONE replacement of the original factory-installed windshield** on a vehicle with a VIN prior to those listed in the Production Change Information on page 2 and meets the guidelines outlined in this bulletin.

NOTE: ALWAYS perform a Vehicle Coverage Inquiry on Subarunet to determine eligibility for this warranty extension before proceeding. See sample inquiry result below. The VIN should also be checked for any open campaigns or recalls at this time.

EXTENSIONS							
COVERAGE	REASON	ADDT 'L MONTHS	ADDT 'L MILES	EFFECTIVE DATE	EXPIRATION DATE	UPDATE DATE	USER
-----	-----	-----	-----	-----	-----	-----	-----
WC	WBH	24	999,999	XXXXXX	XXXXXX	XXXXXX	SADMIN

IMPORTANT: The information in this bulletin is only applicable to certain windshield glass manufactured by CARLEX and equipped with the windshield wiper deicer feature (part of the All-Weather Package) on vehicles within the specified VIN ranges. The affected windshields can develop cracks when impacted in the printed black area of the highlighted below.

IMPORTANT NOTE: The illustration to the right shows the windshield as viewed from **OUTSIDE** the vehicle.



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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.

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.

PRODUCTION CHANGE INFORMATION:

Windshields manufactured with new black perimeter border and wiper deicer materials were incorporated into production per the table below.

NOTE: This bulletin applies only to vehicles produced prior to the starting VINs listed below.

MODEL	EYESIGHT	STARTING VIN	PRODUCTION DATE:
Legacy & Outback	With EyeSight	G3222455 - Outback	September 3, 2015
		G3011247 - Legacy	
	Without EyeSight	G3210476 - Outback	August 12, 2015
		G3006359 - Legacy	

PART INFORMATION

PART NUMBER	APPLICATION
65009AL17C or 57A	W/ Wiper Deicer
65009AL18B or 58A	W/ Wiper Deicer and EyeSight

The original windshields (before production change) can be easily identified by the identification markings found in the lower left, driver’s side corner shown in Figure 1 below.

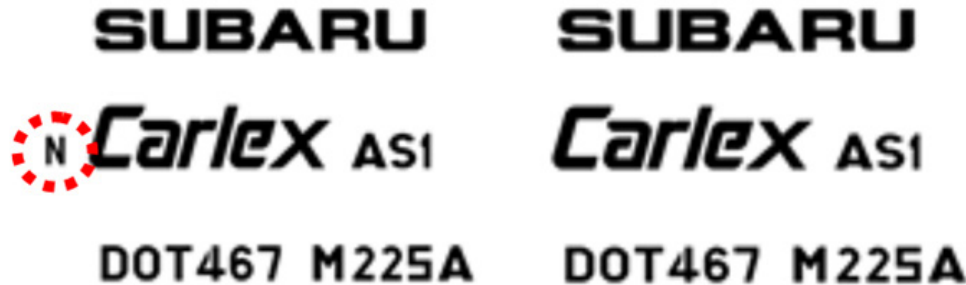


Fig. 1

The enhanced production parts and replacement part windshields are identified by the additional identification markings (CN, CV, DOT44) as shown in Figure 2 below. Windshields with these markings are NOT eligible for replacement under the warranty extension.



Fig. 2	These 2 production markings can be found on production or replacement part windshields.	This marking is found on replacement part windshields only.
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COVERAGE GUIDELINES

Confirm the windshield is actually cracked and the crack does not originate from a bulls eye, star, or combination impact that appears outside of the deicer region of the windshield (refer to the images in Figure 3 below). Windshields with such impact evidence appearing outside of the deicer region do not qualify for repair under warranty. Bulls eye, star, or combination impacts that appear inside the deicer region of the windshield qualify for the one-time repair under warranty. If there is no evidence of impact, then the crack must pass through the deicer section of the windshield to qualify for the one-time repair under warranty. **DO NOT submit an Authorization Request for a windshield replacement which will be covered by the warranty extension outlined in this Service Bulletin.**



IMPORTANT: Evidence of impact damage must be visible to the naked eye and should be assessed by visual inspection only. No ballpoint pen, fingernail, or other object should be used to assess whether the damage originated from an impact.

STOP: If evidence of impact appears in an area OUTSIDE the wiper deicer area, this warranty extension DOES NOT apply. Follow the standard Authorization Request procedure using: Subarunet > Service > Authorization Request Entry if warranty coverage outside this warranty extension is applicable. For these authorizations, please be sure to always include the manufacturer's identification marking as one of the submitted photos.

WINDSHIELD INSPECTION

STOP: After confirming the presence of a crack, inspect the manufacturer identification marking in the lower left driver's side corner of the windshield. If the marking is the same as shown in the enhanced production part and replacement part illustrations in Figure 2, this warranty extension DOES NOT apply. These identification markings indicate an enhanced replacement windshield has already been installed.

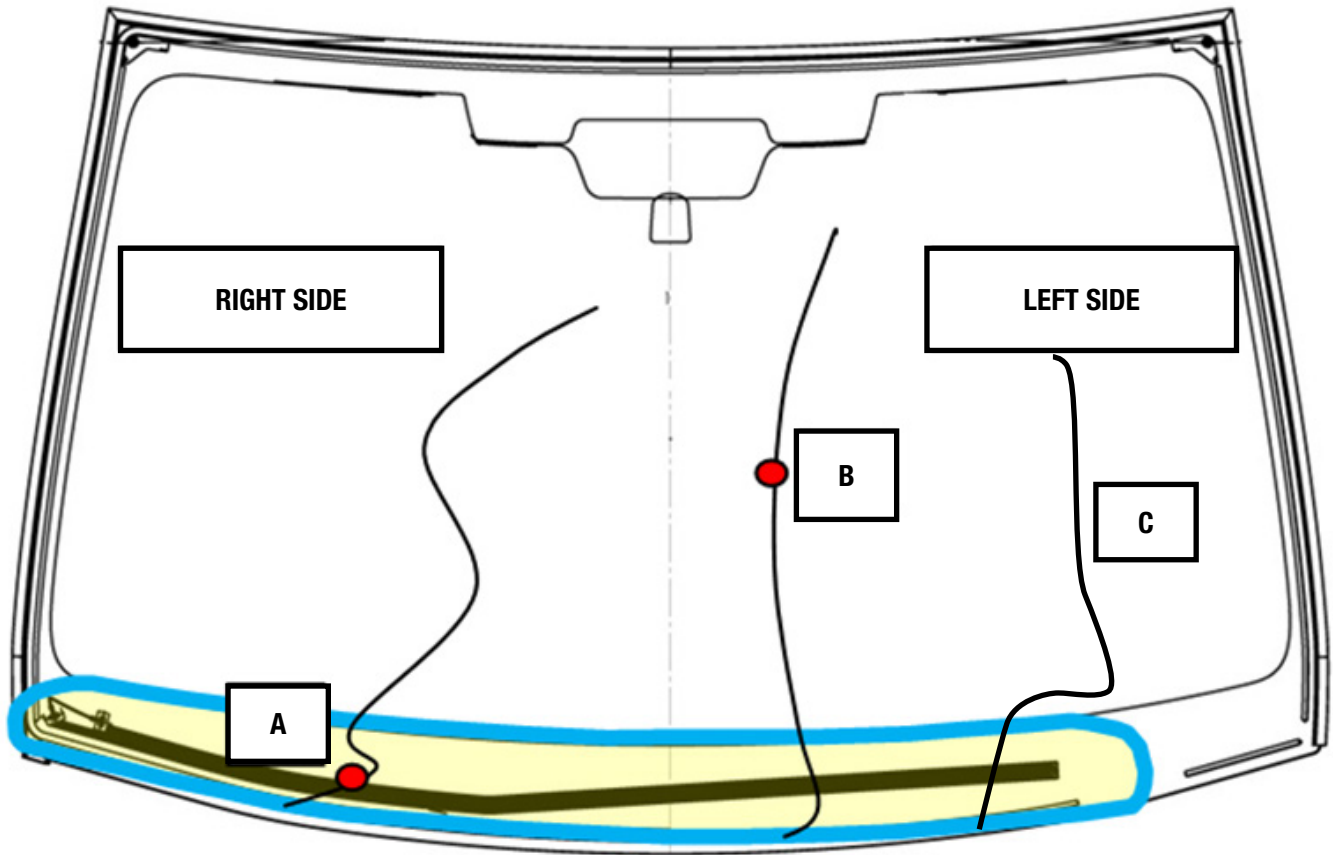
STOP: If the identification markings do not include the words SUBARU and Carlex, the glass is an aftermarket windshield and the warranty extension DOES NOT apply. Aftermarket windshields are not eligible for any Subaru warranty coverage.

If the marking contains SUBARU and Carlex and matches one of the illustrations shown in Figure 1 above, proceed with the inspection as the windshield was manufactured prior to the production change. Visually inspect the crack to determine if it passes through the affected deicer area. Visually examine the entire length of the crack for evidence of impact.

- If an impact point is found within the affected deicer area (as shown by "A" in the illustration below), proceed with windshield replacement under the terms of this warranty extension.
- If the impact point is found outside of the affected deicer area (as shown by "B" in the illustration below), this bulletin and warranty coverage do not apply.
- If an impact point cannot be identified, and the crack passes through the affected deicer area, the windshield replacement would fall under this warranty extension.

As noted above, use visual inspection only to identify evidence of impact (i.e., no fingernail or pen test).

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SERVICE PROCEDURE / INFORMATION

The vast majority of windshield replacements are performed as sublet repairs. For this reason, it is important that **ALL** the Service Manual procedures are followed closely to insure a proper repair. Following **ALL** the Service Manual procedures is even more important when replacing the windshield on a vehicle equipped with EyeSight otherwise proper operation of the system may be impacted.

IMPORTANT: The Service Manual specifies the EyeSight stereo camera assembly **MUST** be removed from the vehicle **BEFORE** removing the windshield. After windshield replacement is complete, the EyeSight stereo camera assembly **MUST** be reinstalled and calibrated by performing the complete Camera Inspection and Adjustment procedure along with the Automatic Adjustment procedure as outlined in the applicable Service Manual. It is **IMPERATIVE** Technicians thoroughly review and understand each step of the stereo camera calibration procedures as found in the EyeSight (ES) section of the applicable Service Manual before proceeding.

NOTE: In the event the Automatic Adjustment procedure fails to complete after driving for 30 minutes, the Camera Adjustment and Inspection procedure will need to be repeated and the Automatic Adjustment attempted a second time.

VERY IMPORTANT: **NEVER** return a vehicle to a customer which has not had the **complete** EyeSight Camera Adjustment and Inspection AND the Automatic Adjustment procedures performed successfully following any windshield replacement.

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WARRANTY / CLAIM INFORMATION

The Basic New Car Limited Warranty for these vehicles is three (3) years or 36,000 miles, whichever comes first. SOA is extending this original warranty for windshield cracking originating in the deicer area for an additional **five (5)** years / unlimited miles for a **ONE-TIME** replacement where applicable.

SOA **has informed** vehicle owners this condition may exist via a customer letter. A copy of the owner notification letter is included at the end of this bulletin. Customers can schedule an appointment with any authorized Subaru retailer for a free visual inspection of the windshield should any cracking occur. SOA will also inform insurers about this condition.

Please submit for reimbursement as you would any other covered repair using the claim coding provided below. **REMINDER:** Any windshield condition found outside of the affected wiper deicer area is not covered by this warranty extension.

For vehicles within the Basic New Car Limited Warranty period or covered by the Windshield Warranty Extension, this repair may be submitted using the following claim information:

SOA will reimburse retailers for each windshield inspection completed when a customer presents their windshield with damage present. Inspection of undamaged windshields is not required under this warranty extension.

LABOR DESCRIPTION	LABOR OPERATION #	FAIL CODE	LABOR TIME
2015-16 LEGACY / OUTBACK w/ ALL-WEATHER PKG. WINDSHIELD CRACKING INSPECTION	B914-148	WBH-86	0.3
2015-16 LEGACY / OUTBACK w/ ALL-WEATHER PKG. WINDSHIELD REPLACEMENT	C914-140	WBH-02	2.0
EYESIGHT CAMERA R&R FOR WINDSHIELD REPLACEMENT	C914-141		0.2
EYESIGHT CAMERA CALIBRATION / ADJUSTMENT	C067-718		0.9
SUBLET REPAIR / ADMINISTRATION EXPENSES	C101-108		0.3

IMPORTANT REMINDERS:

- The standard **PRIOR** Authorization requirement for glass repairs over \$500.00 has been waived for repairs covered by the warranty extension outlined in this Service Bulletin.
- The **PRIOR** Authorization requirement for glass repairs over \$500.00 is still in force for any and all repairs which are warrantable but **NOT** covered by the warranty extension outlined in this Service Bulletin.
- 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.