

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: 2020-22MY Legacy / Outback, Forester, & Ascent

NUMBER: 12-323-21

DATE: 08/02/21

SUBJECT: Water Intrusion / Door(s) Area

INTRODUCTION:

This bulletin announces the service procedure for addressing possible water entry into the interior from the door(s) area. There are **TWO** scenarios described in the Service Procedure section below which may cause this condition.

PRODUCTION INFORMATION:

The following procedures apply **ONLY** to the effected vehicles produced prior to the following VIN information listed **below**.

Vapor Barrier Leak / Scenario #1	
Model	Prior to VIN
Ascent	M3448319
Legacy	M3019655
Outback	M3212848
Forester	M*475395

Seam Sealer Void / Scenario #2	
Model	Prior to VIN
Outback	N3108382

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:



3M™ Windo-Weld™ Ribbon Sealer #08610, #08611, or #0812

Use for vapor barrier sealing



3M™ Ultrapro™ Autobody Sealant #08302 - 5 Fluid Ounce

Use for door seam repair

These products are available from most Auto Body supply outlets and / or online resources.

SERVICE PROCEDURE / INFORMATION:

REMINDER: Customer satisfaction and retention starts with performing quality repairs.

IMPORTANT NOTES:

- Review the following **TWO** scenarios closely to ensure understanding of the applicable Service Procedure before proceeding.
- Always follow the manufacturer's instructions when applying the applicable sealer.

Scenario #1 – Vapor barrier not sealing properly, allowing water into the cabin area.

Model Applicability:

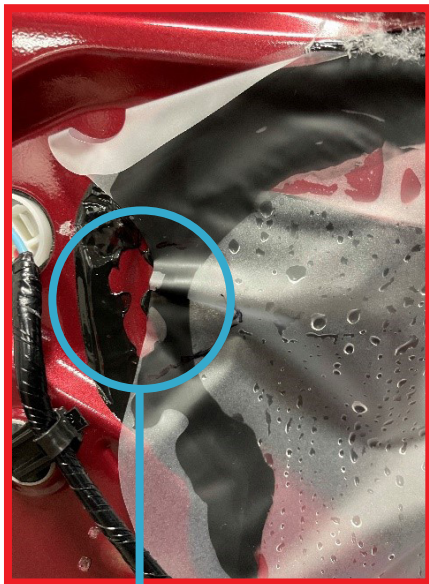
- Ascent
- Legacy
- Outback
- Forester



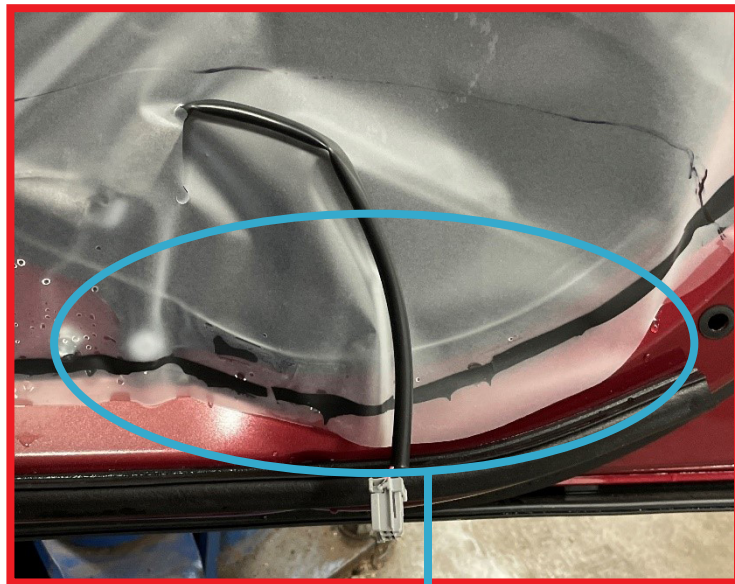
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- STEP 1)** Perform water leak testing to confirm which door(s) are allowing water intrusion.
NOTE: Water flow into the door cavity from outside the vehicle is expected but, when water enters the passenger cabin it is not as expected.
- STEP 2)** Refer to the applicable Service Manual and review: General Description > Repair Contents > Actions Required before & after Battery Disconnect. Additionally, record any seat position and power rear gate memory prior to beginning the service procedure. ALWAYS be sure to relearn any customer settings after work has been performed.
- STEP 3)** Disconnect the ground cable from the battery sensor while supporting the sensor with the other hand.
- STEP 4)** **CAREFULLY** remove the affected door trim: Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Door Trim.
- STEP 5)** **CAREFULLY** separate the affected section vapor barrier sealing cover. Inspect the butyl tape-to-cover areas for any voids or poor contact areas.

EXAMPLES:



Butyl Tape Void



Butyl Tape Poor Contact / Separation

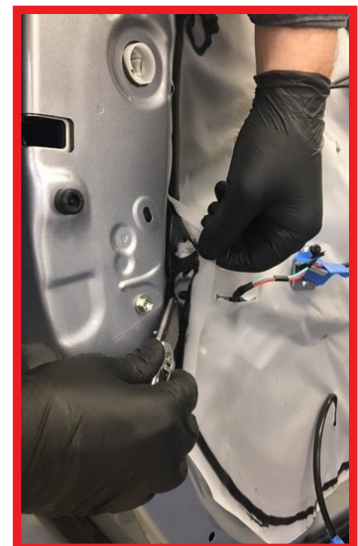
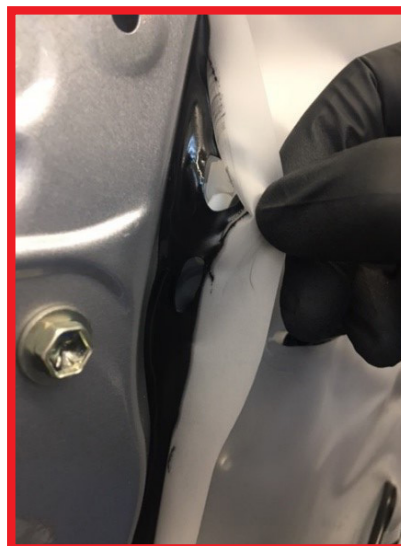
NOTE: There is no need to fully remove the vapor barrier. **DO NOT** replace the vapor barrier sealing cover unless it is torn.

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STEP 5) Protect any electrical connectors in the area with tape to ensure they do not come within contact with the butyl tape. Blue (easy to remove) Painter's tape was used in the photo below.

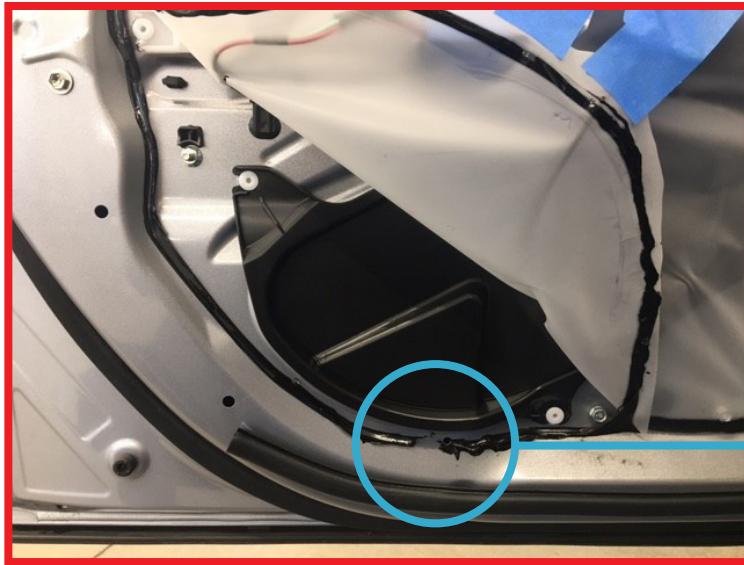


STEP 6) Locate the affected areas and **CAREFULLY** peel back the vapor barrier from the door body. A razor knife or similar cutting tool may be used to **CAREFULLY** cut the center of the butyl tape to prevent stretching the vapor barrier material and avoid scratching the painted metal surface. **BE CAREFUL** not to damage any painted metal surfaces or the vapor barrier during this process.



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STEP 7) Temporarily secure the vapor barrier using masking tape to allow plenty of room to work while repairing the butyl tape sealer.



Example of Butyl Tape Void

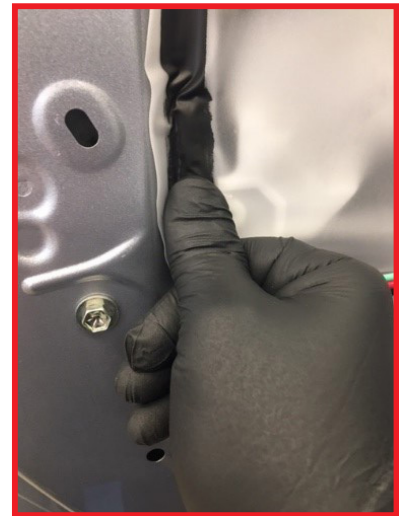
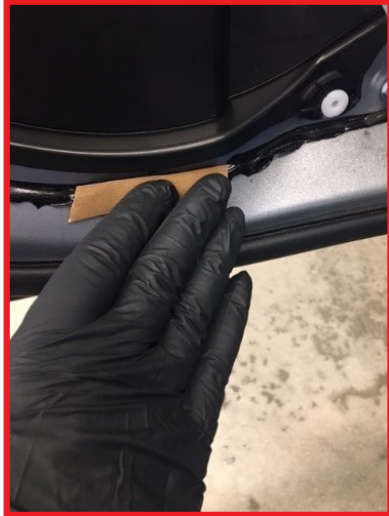


STEP 8) Check the door water drains for clogging. Remove any debris if found. Confirm water flows through the drains easily.



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STEP 9) When voids in butyl tape coverage are found, clean affected areas of the body with Subaru Brake Cleaner (SOA868V9117 or equivalent) on a dampened paper towel. **DO NOT** use any cloth containing fibers as it will contaminate the butyl tape. Allow the area to thoroughly dry. Apply the butyl tape to the affected areas. Press firmly on the ribbon backing when applying. Peel away the ribbon backing and reinstall the vapor barrier section.



STEP 10) Firmly press the outside of the vapor barrier against the new and existing butyl tape ensuring there is good contact. Be sure there is sufficient contact in **ALL** areas.

STEP 11) **CAREFULLY** reinstall the door trim in reverse order of removal: Body & Electrical/ WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Door Trim.

IMPORTANT NOTE: When reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

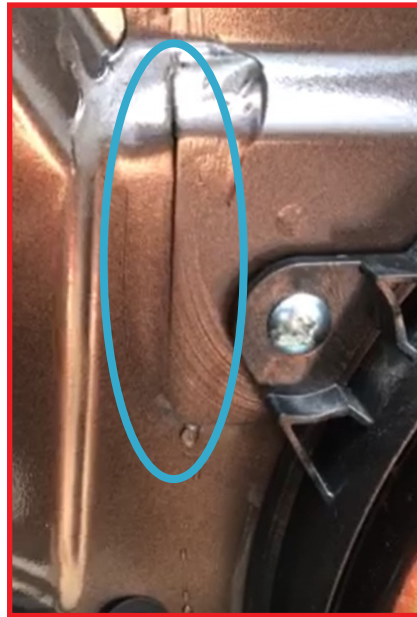
STEP 12) **ALWAYS** reset all previously recorded customer settings. Refer to the applicable Service Manual and review: General Description > Repair Contents > Actions Required before & after Battery Disconnect.

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Scenario #2 – Seam sealer void identified near the front door speaker area as shown below.

Model Applicability:

- Outback



- STEP 1)** Perform water leak testing to confirm which door(s) are allowing water intrusion. **NOTE:** Water flow into the door cavity from outside the vehicle is expected but, when water enters the passenger cabin it is not as expected.
- STEP 2)** Refer to the applicable Service Manual and review: General Description > Repair Contents > Actions Required before & after Battery Disconnect. Additionally, record any seat position and power rear gate memory prior to beginning the service procedure. ALWAYS relearn any customer settings after work has been performed.
- STEP 3)** Disconnect the ground cable from the battery sensor while supporting the sensor with the other hand.
- STEP 4)** **CAREFULLY** remove the affected door trim: Body & Electrical/WIRING SYSTEM > EXTERIOR/INTERIOR TRIM > Door Trim.
- STEP 5)** Remove all moisture, clean affected area with Subaru Brake Cleaner (SOA868V9117 or equivalent) applied to a clean shop cloth and allow to thoroughly dry.
- STEP 6)** Following the manufacturer's instructions, **CAREFULLY** apply the recommended seam sealer to affected area and allow to dry.
- STEP 7)** **CAREFULLY** reinstall all components in reverse order of removal.
- IMPORTANT NOTE:** Whenever reconnecting the ground cable terminal to the battery sensor, torque to 7.5Nm (5.5ft.-lbs. or 66inch-lbs.) while supporting the sensor with the other hand as outlined in the applicable Service Manual under: STARTING/CHARGING SYSTEMS > Battery Sensor.

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STEP 8) ALWAYS reset all previously recorded customer settings. Refer to the applicable Service Manual and review: General Description > Repair Contents > Actions Required before & after Battery Disconnect.

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
DOOR SEALING COVER REPAIR	B912-308	0.6	YMK-35
EACH ADDITIONAL SEALING COVER REPAIR	C912-305	0.4	
LEFT FRONT DOOR SEAM SEALER REPAIR	A912-312	0.5	OAX-35
RIGHT FRONT DOOR SEAM SEALER REPAIR	A912-313	0.5	OBA-35
BOTH FRONT DOOR SEAM SEALER REPAIRS	A912-315	0.8	OCJ-35

NOTE: Up to \$5.00 maximum may be charged out per scenario repair in sublet to cover the cost of the sealing materials used.

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.